



News Release

Vectren Corporation
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FOR IMMEDIATE RELEASE

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Vectren warns customers of utility scammers

Evansville, Ind. – Today Vectren is reminding customers to be cautious should they receive an unsolicited phone call requesting immediate payment to avoid service disconnection. Most utility scams involve a customer receiving an unsolicited phone call from an individual who falsely claims to be a Vectren representative. The scammer warns that Vectren will disconnect the customer's gas or electric service if the customer fails to make a payment – usually demanding immediate payment via cash or reloadable debit cards. Some of these criminals also use a technique called "caller ID spoofing" to simulate as if they are calling from Vectren's customer service number.

"Vectren does not require a customer to purchase and use a prepaid debit or credit card in order to keep their service on," said Dan Bugher, Vectren's senior vice president of customer experience. "We're urging any customer who is approached for such payments to contact Vectren immediately to verify and discuss his/her account status."

These criminals can be very convincing and often target those who are most vulnerable, including small business owners, seniors, and non-native English speakers. However, with the right information, customers can learn to avoid and report these predatory scams.

Red flags for scam activity

- The scammer becomes angry and tells the customer his or her account is past due and service will be disconnected if a large payment isn't made – usually within less than an hour.
- As mentioned above, the scammer instructs the customer to purchase a pre-paid debit or credit card –widely available at retail stores – then call back to supposedly make a payment to Vectren.
- The scammer asks the customer for the prepaid card's receipt number and PIN number, which grants instant access to the card's funds.

How to protect yourself

- Verify your account status at Vectren.com or by contacting Vectren's call center
- Know that Vectren will not require a customer to purchase a prepaid debit card to avoid disconnection.
- Contact Vectren directly to make payments online, by phone, via automatic bank draft, by mail or at an authorized pay site.
- Customers with delinquent accounts receive an advance notification included within the regular monthly billing – never a single notification one hour before disconnection.
- If you suspect someone is trying to scam you, hang up and call the local police. Never dial the phone number the scammers provide.

Vectren continues to work with law enforcement, other utilities and the media as well as the Better Business Bureau to denounce the scams.

If customers receive a phone call they believe to be fraudulent, local law enforcement should be contacted. Customers can also utilize Vectren.com's [live chat option](#) or call 1-800-227-1376 to reach Vectren's contact center, which is open from 7 a.m. to 7 p.m., Monday through Friday. For more information visit www.vectren.com or follow Vectren on Twitter to learn more about the campaign.

About Vectren

Vectren Corporation (NYSE: VVC) is an energy holding company headquartered in Evansville, Ind. Vectren's energy delivery subsidiaries provide gas and/or electricity to more than 1 million customers in adjoining service territories that cover nearly two-thirds of Indiana and about 20 percent of Ohio, primarily in the west-central area. Vectren's nonutility subsidiaries and affiliates currently offer energy-related products and services to customers throughout the U.S. These include infrastructure services and energy services. To learn more about Vectren, visit www.vectren.com.

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