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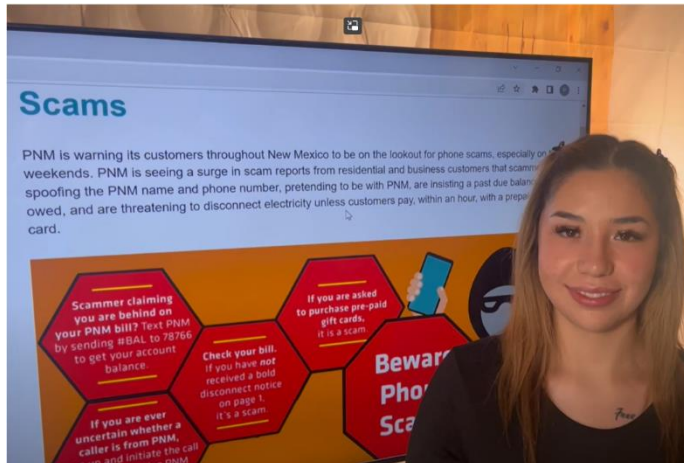
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Media contact: Terri R. Reishus, 719-290-9855; [Terri R. Reishus](#)



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## **PNM warns of phone scams targeting customers as temperatures rise** *Persistent scammers threaten to disconnect power unless customers pay*

(Albuquerque, NM) – PNM is warning customers throughout New Mexico to be on the lookout for phone scams as the weather heats up. PNM is receiving reports that scammers are adding a false PNM caller ID or are adding a false 505 prefix on their phone number to get you to answer, tricking you into thinking it is a legitimate call from PNM. Once they have you on the phone, the scammer says they are with PNM, claims you are behind on your bill and threatens to disconnect your electricity unless you pay within an hour with a prepaid card or an electronic banking transfer.

More than 103 scam reports, most of which are from the Albuquerque area, have been reported to PNM since January 2023. Scammers usually demand between \$200-\$500 for residential customers and more than \$1000 for business customers. Ninety-one percent of PNM customers say they were contacted by scammers over the phone versus an alternative way such as in-person or via email.



Spikes in scam reports often occur during the summer months when more people are dependent on electricity to cool their homes. Scam reports show that customers fell victim because they reacted out of fear and overlooked the red flags of the scam, explaining that they were afraid to be without power during the heat of the summer.

**Don't be a victim of scammers. Here is what to watch for:**

- The scammer has a caller ID that reads PNM or will add a 505-prefix attempting to localize the number.
- They may know your name and address, and will claim you are past due on your PNM bill.
- They will demand you pay over the phone to prevent power from being disconnected.
- They only take payment over the phone via a prepaid card, gift card, or electronic transfer.
- Scammers will claim a technician is on their way to disconnect your power and demand you pay within a short window of time, usually 1-hour to avoid disconnection.
- If the caller is calling at odd hours, during the weekend or on a holiday, it's most certainly a scam.



**About PNM**

*With headquarters in Albuquerque, PNM is the largest electricity provider in New Mexico, serving nearly 550,000 customers in dozens of communities across the state. PNM strives to create enduring value for customers, communities and shareholders built on a foundation of Environmental, Social and Governance Principles. At the core of our business, we are focused on our vision of creating a clean and bright energy future, our purpose of working together with our customers and community to serve their energy needs, and our values of safety, caring, and integrity. Visit [PNM.com](http://PNM.com) for more information.*

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