



A Touchstone Energy® Cooperative 

Press Release

Date: October 22, 2009
Contact: Erika Neff, Communications Coordinator
(208) 818-3202 cell
Release: Immediate

Kootenai Electric Cooperative warns of phone scams

Kootenai Electric Cooperative (KEC) has issued a warning of local and nationwide scams that have specifically targeted electric cooperative members and other energy customers.

There have been reports of electric customers receiving telephone calls from scam artists demanding immediate credit card payment to avoid disconnection of service. In one instance, a KEC member received a call from someone claiming to be from KEC. The caller told the member that his payment did not go through and that his power was going to be disconnected. When the member asked the caller how he could keep the power on he was told he could pay with a credit card. When the member questioned the caller further the line went dead.

KEC recommends the following tips to members who are approached or contacted by someone claiming to be a KEC employee:

1. Always ask for company identification or an employee identification number.
2. If you are not certain a telephone call is coming from KEC, do not provide any personal or banking information. KEC recommends asking the caller to provide their employee number or simply hang up and call KEC at 208-765-1200.
3. KEC employees may, on occasion, be dispatched to a member's home for unscheduled routine maintenance. If a visitor or caller is unable or unwilling to provide their name or employee identification card, please call KEC at 208-765-1200 and report it to local law enforcement authorities.