



DON'T FALL VICTIM TO SCAMS

Scams are an ongoing nuisance that get more sophisticated every day. We want to help protect you by providing these warning signs.



PAY-NOW-OR-ELSE SCHEME

You receive a call from someone telling you that your utilities will be cut off that day (sometimes within the hour) if you don't pay now.

GUC will never ask customers who have delinquent accounts to pay immediately "or else." Customers with delinquent accounts will receive notices in the mail well in advance – never just a single notification one hour before disconnection.



PERSONAL INFORMATION REQUESTS

The caller asks for personal information, like a social security number.

GUC never calls customers asking for this type of information.



PAY OVER THE PHONE

They ask you to pay with a prepaid debit card or your personal bank card over the phone.

GUC will not call a customer asking for a payment over the phone, nor do we ask for prepaid debit cards.



REPAIRS

They tell you that something needs repair, like your meter, and that you must pay for the repair immediately.

GUC does not ask customers to pay for utility maintenance and repairs on GUC equipment (like meters).



HOUSE VISITS FOR INFORMATION OR PAYMENT

They show up at your doorstep asking for personal information or payment.

GUC employees will never come to your house asking for personal information or payment of any kind.



**Greenville
Utilities**

www.guc.com

 [guc_info](#)

 [GreenvilleUtilities](#)

Also be aware that some scammers have the ability to make a GUC number appear on your caller ID. Don't let that fool you.

If you suspect a scammer is on the phone or at your door, call GUC at 752-7166. If you have given money to what appears to be a scam, call the police or sheriff, then also alert GUC.