



CHIEF OF POLICE  
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# City of Garfield

## POLICE DEPARTMENT

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The Garfield Police Department is warning residents and businesses, of a phone scam pressuring people to make an instant payment on an overdue utility bill to Public Service Electric & Gas.

Callers impersonating PSE&G service representatives or a collection agency on behalf of PSE&G are stating that service will be disconnected "within hours" unless a monetary payment is made by use of a prepaid card such as a Green Dot Money Pak which is available at pharmacies and convenience stores.

After purchasing the card, the targeted consumer is instructed to call a scammer's telephone number and give the credit card and PIN numbers. Once the information has been given over the phone, the scammer downloads the card's value and the money has been successfully stolen via an untraceable transaction.

Anyone receiving a call from someone alleging to be a PSE&G representative or collection agency on behalf of the company, should contact the PSE&G Customer Center at 1-800-436-PSE&G, and immediately verify the legitimacy of the call and do not follow any of the demands.

The Garfield Police Department wants to advise residents that PSE&G does not solicit bill payments over the telephone. If anyone should receive such a call, they should confirm with PSE&G, the status of their account and report any fraudulent activity to the Police Department. Residents who believe that they have been targeted in this type of scam, should provide the exact time of the call and the originating telephone number if possible.

PSE&G will always notify customers in writing in advance of a service interruption for nonpayment and residents should not be quick to act based on a call demanding payment. They will never ask for personal information over the phone as company policy. For additional information on types of scams being used, please visit the PSE&G website at: <https://nj.myaccount.pseg.com/customersupport/scamsandfraud>

We also warn residents to always be cautious, and never provide your personal or financial information to anyone over the telephone or by email. These people will use many other schemes to get you to believe that they are legitimate and get you to move quickly to their demands. This will avoid you from becoming a victim of identity theft or any other type of fraudulent activity.

