

PROTECT YOURSELF



As we have learned from public PUCO investigations, some sale agents may use dishonest sales tactics to sign customers up for unfavorable supply contracts. Even worse, the Federal Trade Commission and Ohio Attorney General have warned of scammers using cold-calling techniques to lure customers into sending them money or information.

HERE'S WHAT TO LOOK OUT FOR

- Rebate offers for staying in agreements with high variable rates
- Introductory or variable prices that can change monthly and are often above market prices
- Callers claiming you can terminate your current agreement without early termination fees
- Phone calls or emails that demand immediate payment
- Threats that your power will be shut off unless you comply

TIPS TO PROTECT YOURSELF

- Never give out personal information (bank account info, SSN, energy account number) to anyone whose identity you are unable to confirm
- If you receive a call from someone claiming to be a representative from your utility, collect their information, hang up, and call your provider using their confirmed number found on your bill or the utility's website
- Read through all contracts thoroughly before agreeing to them

If you are concerned with a recent call you've received or think that you may be wrapped up in an unfavorable contract, we are here to help. Simply call 330-409-7892 or fill out the bill review request on the next page and send your most recent electric and natural gas bills to billreview@ceateam.com.



BILL REVIEW REQUEST

Chamber _____

Name _____

Company (if applicable) _____

Daytime Phone _____

Email _____

Best Time to Contact _____



Please attach a copy of your most recent electric and natural gas bills (all pages) and email along with this form to billreview@ceateam.com. You can also fax to 330-721-8111 if you would prefer.

Savings not guaranteed. Actual savings may vary.