



April 29, 2020

In April, PNM received over 440 reports of business and residential customer scam calls. Scammers are spoofing the PNM name and phone number by using a fake PNM caller ID, using similar PNM on-hold messages (with low sound quality), and leaving false call-back phone numbers. Here are some quick tips to help you and your communities avoid victimization.

Identifying a scam: ([www.pnm.com/scam-calls](http://www.pnm.com/scam-calls))

- You are threatened with electricity disconnection unless you pay your bill within an hour
- You are asked to pay a PNM bill or PNM past-due bill with a pre-paid gift card (No legitimate business, government agency, or utility company will use gift cards as payment)
- It is the weekend, or a holiday, and you receive a threatening call to pay your bill, or get disconnected
- The on-hold messages have a low/poor sound quality
- Scammer demands between \$200 - \$500 for residential bills and more than \$1,000 for commercial customers
- If something does not feel right, hang up on the caller and call PNM directly at 888-342-5766

Report a scam:

- Contact the FBI at [www.ic3.gov](http://www.ic3.gov) (Internet Crime Complaint Center)
- Contact PNM at 888-342-5766 (888-DIAL-PNM) Monday - Friday from 7:30 A.M. - 6 P.M.
- 

Scam prevention in the community:

Area Managers of Walmart, Walgreens, and CVS were briefed about the increasing scam activity and will post bilingual signs in stores where gift cards are located. Store clerks are also being trained and will:

- Be aware of, and assist, nervous or hurried customers buying a gift card
- Educate customers about recent scam activity involving gift cards
- Advise customers to check their bill and contact the company directly using the phone number listed ON their bill