

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



April 18, 2017

Telephone Scam Alert Notification

Dear Carrier,

The California Public Utilities Commission (CPUC) continues to warn carriers to guard against sophisticated and aggressive phone scams targeting carriers. As reported incidents of this type of crime continue to rise statewide each year, dozens of carriers end up paying bogus fees to criminals that claim to be CPUC employees.

It is important to remember that the CPUC follows certain procedures that are designed to protect the privacy of carriers and **does not initiate contact with carriers via phone or email asking for personal or financial information**. As such, it is essential that you always be alert if you receive a call or email from someone claiming to be a CPUC representative.

What is the typical scenario for these scam calls?

The CPUC has noted a few patterns in these calls, such as:

- Scammers use fake names and CPUC badge numbers. They generally use common names and surnames to identify themselves.
- Scammers may recite your TCP or MTR number.
- Scammers “spoof” or imitate the CPUC telephone number or toll-free number on caller ID to make it appear that it’s the CPUC calling.
- Scammers sometimes send bogus CPUC emails to some potential victims to support their bogus calls.
- Potential victims sometimes hear background noise of other calls being conducted to mimic a call center.
- After threatening potential victims with suspension, revocation, termination, denial or expiration of carrier’s TCP or MTR, scammers hang up; others soon call back pretending to be from the local police or any airport authority, and the caller ID supports their claim.

What should I do if I receive one of these scam calls?

If you get a phone call from someone claiming to be from the CPUC, **do not**, under any circumstances, provide any information over the phone to the caller. If you are not sure whether you have a legitimate PSG of HHG issue outstanding, you can contact the CPUC License Section at licensing@cpuc.ca.gov.

You may also report the call, any information provided by the caller and your observations to law enforcement, such as the local police or sheriff’s department.

Please feel free to contact the CPUC if you have any questions.

Sincerely,

License Section
Consumer Protection and Enforcement Division