



HR0963

LRB103 43394 LAW 76724 r

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HOUSE RESOLUTION

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WHEREAS, Many electric, water, and natural gas customers throughout the country are being targeted by impostor utility scams each day; scammers typically use phone, in-person, and online tactics to target customers; and

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WHEREAS, Often, there is an uptick in utility scams during the holiday season when customers may be rushed, paying less attention to warning signs, or are more concerned about finances; scammers may call residential or business customers threatening disconnection and demanding immediate payment; and

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WHEREAS, In recent years, utilities have seen increased reports of their customers being contacted by scammers who pose as utility workers in an attempt to access their financial information or to obtain immediate payment by threatening service interruptions; these are known as utility impostor scams; and

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WHEREAS, It is important that customers know to take precautions and call their utilities directly to check on the status of their accounts if they are ever unsure about the authenticity of a caller or the identity of a service worker or if they suspect any fraudulent activity; and

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1 WHEREAS, Utilities will never ask for payments using a
2 pre-paid debit card, gift card, cryptocurrencies, or
3 third-party digital payment mobile applications, and they will
4 provide multiple notices before any service interruptions are
5 implemented; and

6 WHEREAS, Customers who suspect that they have been victims
7 of fraud or who feel threatened during contact with a scammer
8 should contact their local utility company or their local law
9 enforcement authorities; the Federal Trade Commission also
10 provides additional information about protecting personal
11 information and other information regarding impostor scams;
12 and

13 WHEREAS, Raising awareness and educating customers about
14 scams is a top priority for Utilities United Against Scams
15 (UUAS); UUAS helps to spread awareness of the suspicious
16 behaviors and the evolving tactics that scammers use to target
17 customers; and

18 WHEREAS, UUAS has declared November 20, 2024 as Utility
19 Scam Awareness Day in an advocacy and awareness campaign
20 focused on educating customers and exposing scammer tactics;
21 therefore, be it

22 RESOLVED, BY THE HOUSE OF REPRESENTATIVES OF THE ONE

1 HUNDRED THIRD GENERAL ASSEMBLY OF THE STATE OF ILLINOIS, that
2 we declare November 20, 2024 as Utility Scam Awareness Day in
3 the State of Illinois.