

News Release

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FOR IMMEDIATE RELEASE

Atlantic City Electric Cautions Customers Against Bill Payment Scams and Utility Imposters

MAYS LANDING, N.J. (Sept. 29, 2016) – Customers of Atlantic City Electric (ACE) are urged to verify the identity of anyone calling regarding their account, in particular calls regarding payment. Customers should also be familiar with ACE’s payment options – the company will never ask customers to pay their bill using a gift card.

There are periodic scams involving criminals who masquerade as ACE employees on the phone in order to steal personal financial information. This scam is often referred to as the "Green Dot" Visa credit card scam as criminals request the "Green Dot" card in many instances. In some cases, the scam even incorporates a phone number for customers to call and a fake Atlantic City Electric voice recording.

“Scammers” will sometimes use a “shadow” or “800” call-back phone number. The imposters will use technology to have the Atlantic City Electric “800” customer service number appear on the telephone’s caller ID feature. When customers call the shadow number, the “scammers” answer claiming to be affiliated with Atlantic City Electric.

In addition to residential customers, “scammers” are also targeting businesses claiming that the location’s electric service account is delinquent and that power will be disconnected unless a payment is made by a specific method such as the prepaid, reloadable credit card. Once the “scammer” obtains the card’s identifying information, the value is then downloaded, swept and stolen. These transactions are untraceable.

Atlantic City Electric will contact customers in person or via phone for various reasons. If someone claims to represent Atlantic City Electric, it’s important that customers take precautions to verify the person is affiliated with the ACE, especially if that person is requesting an immediate monetary payment.

When addressing past due accounts, Atlantic City Electric never endorses a specific form of payment. Instead, multiple payment options are always given to the customer.

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Atlantic City Electric advises customers to ask for official photo identification from any person who shows up at their door. Employees from reputable companies, such as ACE, will carry official company identification cards. If proper identification cannot be produced, customers should notify police and the company with whom the individual claims to be associated.

Similarly, if someone calls claiming they represent a certain company, customers should ask the caller to verify his or her identity and affiliation. If customers have any doubt about the validity of a person's claim in representing Atlantic City Electric, they should call the company immediately at 1-800-642-3780.

For more information about Atlantic City Electric, visit atlanticcityelectric.com. Follow us on Facebook at facebook.com/atlanticcityelectric and on Twitter at twitter.com/aceleconnect. Our mobile app is available at atlanticcityelectric.com/mobileapp.

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Atlantic City Electric, a public utility owned by Exelon Corporation (NYSE: EXC), provides safe, reliable and affordable regulated electric delivery services to more than 547,000 customers in southern New Jersey.