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Utilities United Against Scams Presented with The Fraud Fighter Award for Protecting the Public from Fraudulent Activities and Impostor Utility Scams

SHERMAN, TX (October 19, 2018) — Utilities United Against Scams (UUAS) was recently awarded the Toll-Free Industry's Fraud Fighter Award in recognition of its advocacy and awareness campaign to stop scams that target electric, water and natural gas company customers. UUAS was presented the award on October 10th at the Toll-Free User Summit hosted by Somos, Inc., in Las Vegas.

CS Week is a charter member of UUAS, a consortium of more than 100 U.S. and Canadian electric, water and natural gas companies and their respective trade associations, working across the industry with regulators, law enforcement and other telecommunications partners to educate and raise awareness to stop scams targeting utility customers. UUAS and its member companies have helped to shut down more than 2,200 Toll-Free Numbers used by scammers against utility customers.

"CS Week is proud to be a member of UUAS, providing administrative support to this grassroots organization, and advocates for its mission of protecting customers from impostor utility scams. CS Week will continue to help spread awareness of suspicious behaviors and the evolving tactics that scammers use to target customers and participate in this year's third annual National Utility Scam Awareness Week from November 11 through 17," according to Lisa Collins, CS Week's Education Director.

"Electric, water and natural gas services are vital to our everyday lives, and scammers are continually attempting to take advantage of utility customers," said Utilities United Against Scams Executive Director and former state utility consumer advocate Sheri Givens. "UUAS will continue to help spread awareness of malicious and frequently evolving tactics that scammers use to target customers. It is important for customers to be vigilant to combat impostor utility scams, and it also is important for customers to call their utilities directly to if they have any questions about the status of their accounts or law enforcement officials if they suspect any fraudulent activity."

The Toll-Free Industry Awards were established to recognize individuals and companies that are at the forefront of innovation and thought leadership in the Toll-Free Industry. The Fraud Fighter Award is presented annually and is given to an individual or organization actively working to protect the public from fraudulent activities and scams.

Customers who suspect that they have been victims of fraud or who feel threatened during contact with one of these scammers should contact their utility company or local law enforcement authorities. If someone calls, texts, appears or emails saying you have to pay your bill immediately to avoid disconnection, tell them you would like to verify that they are a legitimate utility company representative

by calling a verified number for the utility company found on the utility's website or on your monthly bill. The Federal Trade Commission's website is also a good source of information about how to protect personal information and educate yourself on the different types of impostor scams.

Visit www.utilitiesunited.org for more information and tips about how customers can protect themselves from impostor utility scams or follow along on social media: Twitter @U_U_A_S and Facebook @UtilitiesUnited.

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Utilities United Against Scams (UUAS) is a consortium of more than 100 U.S. and Canadian electric, water, and natural gas utilities (and their respective trade associations). UUAS is dedicated to combating impostor utility scams by providing a forum for utilities and trade associations to share data and best practices, in addition to working together to implement initiatives to inform and protect customers.

CS Week is the premier annual educational and customer service conference serving electric, gas and water/wastewater utility professionals across North America and around the world. With its nine dedicated venues, CS Week provides learning and networking opportunities in support of the utility customer experience lifecycle. A 501c3 nonprofit organization, CS Week attracts attendees from utilities of all sizes. Besides the robust education venues and diverse networking opportunities during its week-long conference, CS Week enjoys a supportive partnership with scores of industry partners, sponsors and conference exhibitors. CS Week offers webinars and maintains a year-round social media presence to showcase utility success stories, update attendees on marketplace trends and keep utility professionals connected. For more information, visit www.csweek.org