

SCAM ALERT: NLR Electric Warns Customers of Holiday Scam

(Dec. 8, 2011) – This morning the North Little Rock Electric Department (NLRED) learned of a scam affecting customers this holiday season.

“We heard from customers this morning that they received phone calls from someone saying he was from NLRED and asking for debit or credit card information,” explained Mike Russ, general manager of NLRED. “At no time do we ever ask for debit or credit card information over the phone. If you receive a call from someone telling you NLRED will disconnect your power unless you provide a debit or credit card number, hang up and call NLRED Customer Service at 501-975-8888. If you can, capture the caller's number and report it to us immediately.”

What NLRED understands about this scam is a person will call an NLRED customer and pose as someone from the utility. The caller will tell the customer there has been a problem with his or her payment on a utility bill, and unless the customer provides a debit or credit card number to cover the cost, his power will be disconnected. It is the policy of NLRED to **NEVER** request confidential, personal financial information – like a credit card number or checking/savings routing and account numbers – over the phone. The person calling NLRED customers is not employed or authorized by the utility.

“We want NLRED customers and citizens in central Arkansas to know about this scam as soon as possible,” Russ said. “If you or someone you know lives in North Little Rock and is a customer of NLRED, please contact them and let them know about this scam.”

For more information, contact the North Little Rock Electric Department Customer Service at 501-975-8888. To monitor updates about this situation, follow the North Little Rock Electric Department on its Facebook page at <http://www.facebook.com/home.php#!/NLRElectric>, on Twitter @NLRElectric, or online at <http://www.nlrelectric.com/>.