

THE INVESTIGATOR

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About Us

Since 2000 BCSI has performed hundreds of successful investigations.

Our integrated team of investigators and support services ensure that the investigations are conducted in a timely fashion with leading edge techniques.

BCSI is considered the platinum standard of the industry based on the quality and the wide spectrum of its services as well as the expertise of the investigators.

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Utilities Scam

The final scam in this series of newsletters covers a scam that has become increasingly common due to the growth in people choosing to pay utilities bills electronically via the internet. Utility scams will target both individual households and businesses.

Businesses are a preferred target for this type of scam as they have the ability to convince the person in charge of paying the bills that they owe a large sum of money. Elderly citizens are also a preferred target as they are unfortunately less likely to question the person.



How It Works

Typically, the scam begins with an email or phone call that claims the associated utility bill is overdue and without immediate payment, their service for the utility will be discontinued. Emails will often look official and use formal wording as well as having company names and possibly logos. The email is meant to warn the person that their bill is overdue and by clicking a link contained in the email, the debt may be paid and the utility service will not be discontinued. The [link](#) will either contain some type of malware/spyware that infects the computer to steal valuable information or will just be some type of form requesting banking or credit card information.

Phone calls contain a similar nature and generally involve someone [impersonating](#) a representative of the utility company who threatens to discontinue the service unless they are provided with credit card or banking information to be given over the phone for payment of the utility.

Prevention

Check your online banking account for the latest transactions with the utility company in question and check to see if a payment has been missed. Always remember that utility companies will **not** ask for any personal or [credit card](#) information over the phone. Utility companies will provide numerous warnings and letters before discontinuing a service to a customer. If you are unsure if you are speaking with a real representative, hang up and call the company back using a phone number found on your bill or their official website.

If you or someone you know does fall victim to this type of scam, be sure to [contact](#) BCSI and see how our investigative specialists can assist you.