



**Media Contact:**

Nira McNealy  
Atmos Energy  
972-762-2681

## **Scammers Targeting Utility Customers with Sophisticated Schemes**

**Glenn Heights, Texas – June 29, 2023** – Atmos Energy recently became aware of an ongoing “Search Engine Phishing” operation, where cybercriminals use search engine optimization (SEO) techniques to place a fake website into a browser’s top search results.

Any user who clicks on one of these “spoofed” websites will be redirected to what looks like a legitimate Atmos Energy page, but that fake page will feature a fake customer service number and other false information. If a customer calls the fake customer service number, they may be asked to provide login credentials or other sensitive information that the scammers can leverage to compromise bank, credit card, or other accounts belonging to the same customer.

Telephone scams are also on the rise, including one where impostors call customers directly and offer a discount on their Atmos Energy bill if they pay immediately over the phone. As a reminder:

- Atmos Energy will never ask for payment using prepaid debit cards, gift cards, cryptocurrency, or unauthorized third-party payment or mobile application.
- If you ever have concerns about the legitimacy of a call, simply hang up and call Atmos Energy customer service at 888.286.6700.
- Payment for an Atmos Energy bill should be made through the online Account Center or through other [authorized payment methods](#).
- Atmos Energy will provide multiple notices and work to assist customers with payment plans and assistance options before any service interruptions take place.
- Unless there is an emergency, Atmos Energy employees will not call before 7 a.m. or after 6 p.m. Central time.

“The most effective way to combat this recent increase in scam attempts is through education, awareness and extreme caution anytime someone contacts you about a utility bill payment,” said Nira McNealy, Atmos Energy manager of public affairs. “In addition to online and telephone scams, beware of impostors demanding payment at your door. Always ask for an employee’s identification badge which displays name, photograph, and Atmos Energy logo. Our employees will not collect payments in person. If you suspect an impostor, call our customer service number at 888.286.6700 to verify the employee's identity and contact local authorities.”

Customers who suspect fraud or who feel threatened during contact with a scammer should contact local law enforcement authorities and Atmos Energy Customer Service at 888.286.6700, Monday through Friday between 7 a.m. and 6 p.m. Central time.

For more information and additional tips to protect against impostor utility scams:

- Visit the Atmos Energy website at [atmosenergy.com/scams](https://atmosenergy.com/scams).
- Visit the Utilities United Against Scams website at [www.utilitiesunited.org](https://www.utilitiesunited.org).
- Visit the Federal Trade Commission website at <https://www.consumer.ftc.gov/>



- Follow Utilities United Against Scams on [Twitter](#) and [Facebook](#), and join the conversation by using #StopScams.

### **About Atmos Energy**

Atmos Energy Corporation, an S&P 500 company headquartered in Dallas, is the country's largest natural gas-only distributor. We safely deliver reliable, affordable, efficient and abundant natural gas to more than 3 million distribution customers in over 1,400 communities across eight states located primarily in the South. As part of our vision to be the safest provider of natural gas services, we are modernizing our business and infrastructure while continuing to invest in safety, innovation, environmental sustainability and our communities. Atmos Energy manages proprietary pipeline and storage assets, including one of the largest intrastate natural gas pipeline systems in Texas. Find us online at <http://www.atmosenergy.com>, [Facebook](#), [Twitter](#), [Instagram](#) and [YouTube](#).