

Consumers Energy Alerts Customers to Be on Guard Against New Scam that Demands Immediate Payment

JACKSON, Mich., Sept. 4, 2025 – Consumers Energy is alerting Michiganders to be on the lookout of scammers who this week have been contacting people and demanding immediate payment with a bogus threat that their service will be shut off.

"We know most people already are careful not to give their money and personal information to strangers, but we want to make sure they're alert for these criminals who are persistent and determined to con people out of their earnings," said Jim Beechey, Consumers Energy's vice president of information technology and security.

"Consumers Energy looks out for the people we serve. We want to build awareness and encourage people to make sure they're dealing legitimately with us and protecting their security and personal information."

Consumers Energy said customers this week are reporting receiving phone calls and emails from scammers who encourage them to make immediate payments after being threatened with power shut-off. They are spoofing company phone numbers, telling the caller they need to pay a balance immediately, and insisting on using prepaid debit cards or gift cards to make payment.

If you have made a payment and think you were the victim of a scam, call 800-477-5050, and Consumers Energy will collect details. If you did not make a payment, file a police report with local law enforcement.

Beechey offered the following advice for people to protect themselves:

- Consumers Energy does not demand specific methods to pay bills, such as prepaid debit cards. Go to [ConsumersEnergy.com/waystopay](https://www.consumersenergy.com/waystopay) to see how you can pay your bill.
- Consumers Energy never asks for your credit card information over the phone, and instead will transfer you to a secure system for payments.
- Call Consumers Energy's toll-free number, 800-477-5050, or go to [ConsumersEnergy.com](https://www.consumersenergy.com) if you need to interact with us.
- If someone is asking for personal information and says they're from Consumers Energy, hang up and call 800-477-5050.

Consumers Energy is Michigan's largest energy provider, providing natural gas and/or electricity to 6.8 million of the state's 10 million residents in all 68 Lower Peninsula counties. We are committed to delivering reliable and affordable energy to our customers 24/7.

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For more information about Consumers Energy, go to ConsumersEnergy.com.