



A Touchstone Energy® Cooperative 

FOR IMMEDIATE RELEASE

GRAND VALLEY POWER WARNS MEMBERS ABOUT RECENT PHONE SCAMS

GRAND JUNCTION, CO.- (May 17, 2017) — Phone scammers have recently been targeting GVP members in and around the Grand Valley area.

The “past due” scam, goes something like this: A member gets a call from an 800-number or blocked phone number stating that are Grand Valley Power. The scammer threatens to cut off power if the member doesn’t pay. The scammer will demand payment via a prepaid debit card or money order right away, or will cut service to your home or business. And he or she will ask for it within a specified time frame—often an hour or less. The scammer may even quote an amount that sounds like your typical monthly bill. That way, the threat has even more credibility.

Scammers might direct the member to a specific store nearby that sells the prepaid cards and instruct the member to put money on the card and provide the card number to the scammer. We’ve heard reports from a member about paying at a Rite-Aid or Walgreens.

Some scammers have even been bold enough to contact potential victims in person, coming to the member’s house.

Here are some tips on how to protect yourself:

- GVP will NEVER call and require you to purchase prepaid debit cards or money orders to avoid an immediate disconnection.
- If someone calls claiming to be from Grand Valley Power and requests your personal information, hang up and call our office at (970)-242-0040. No one from GVP will ever request confidential information unless you call us first.
- Grand Valley Power’s practice is to give a written disconnect notice on the consumer’s bill and then to give a courtesy telephone call of impending disconnect to give consumers time to make a payment.
- Members should only use methods authorized by Grand Valley Power to pay their electric bills. Please contact our office if you ever have any questions first, before payment.

- Grand Valley Power employees visit a home only in response to a service request. If a service call has not been scheduled or requested, do not allow the person to enter your house.
- Do not assume the name and number on your caller ID are legitimate. Caller IDs can be spoofed.
- Never wire money to someone you don't know.
- Do not click links or call numbers in unexpected emails or texts – especially those asking for your account information.
- If you receive a call that sounds like it may be a scam, or if you believe the call is a scam, hang up, report the incident to our office at (970)-242-0040. Telephone payments are only accepted by calling (877) 760-7435 and your account status can be verified by calling the office at (970) 242-0040.
- Double check your current account balance by calling GVP's account balance inquiry number at (877) 760-7435.

How you can help

You can alert your family members and friends. Share the scammers' tactics described in this article or those you have heard about. You can also contact Grand Valley Power immediately after to ensure we are aware of the potential threats.

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About Grand Valley Power

Grand Valley Power (GVP) was the first rural electric cooperative organized in Colorado. Serving over 16,000 customers within the Grand Valley area, GVP is dedicated to empowering lives with hometown service. We are committed to the safety of our workforce and the general public. We strive to do the right thing, holding true to our values and principles. We seek to find new and better ways to serve our members and communities. We are dedicated to delivering value to all we serve.

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