



BEWARE OF SCAMS

LES asks customers to beware of scammers! See the following tips for spotting scams. Visit [LES.com/Scams](https://www.les.com/Scams) to learn more.

Safeguard against scams

- ⚠️ LES **will not** contact you via phone, threatening to disconnect service or asking for immediate payment. LES uses disconnect notices and reminders on bills for delinquent accounts, door hangers for service terminations and email/text alerts for those who opt in.
- ⚠️ No legitimate utility will ask for gift cards, prepaid cards or money transfers as forms of payment.
- ⚠️ Maintain good cyber hygiene by avoiding suspicious emails, especially ones that ask you to do something right away or require personal information. Avoid using public Wi-Fi when conducting sensitive activities online.
- ⚠️ LES **does not** use automated “robo” calls requesting that customers call back to make a payment.
- ⚠️ LES will only ask for account information to confirm your identity when you call LES Customer Care at 402.475.4211. Never give your financial or account information to someone who calls or emails you.

Take action!

If a call seems suspicious, do not give any information — hang up. Report it to the attorney general’s office immediately at [protectthegoodlife.nebraska.gov](https://www.protectthegoodlife.nebraska.gov).

If you DID provide information, call the police department’s nonemergency phone number to report the scam.

If you would like to verify your LES account status, go to your online account at [LES.com/Pay](https://www.les.com/Pay) or contact LES directly at 402.475.4211 or customerservice@les.com, Monday-Friday, 8 a.m. to 5 p.m.

If you provided bank or credit card information, contact your financial institution immediately.

Ways scammers have tried to con LES customers

- Calling customers threatening to disconnect power unless an immediate payment is made using Zelle.
- Using automated “robo” calls and asking customers to call back to make a payment.
- Calling businesses in rounds (daycares in one round, nail salons in another, etc.), using high-pressure tactics to threaten disconnection of service unless a payment is made. This often scares business owners who cannot afford to be shut off from power.
- Calling before, during and after high-profile storms in areas that experienced storm-related outages. Scammers look to take advantage of people who have already been without power.
- Claiming customers owe money for “expired” meters or other equipment that needs to be replaced or repaired.
- Spoofing LES’ phone number.
- Calling during busy holiday seasons.

Questions or concerns?
Contact LES at
customerservice@les.com
or 402.475.4211.