

Scam Awareness

What to look out for

What to do if you think you are being targeted.

1. Never provide information to a cold call – if someone calls claiming to be from your energy company or Ofgem, hang up and call them using their official contact number.
2. Never sign up to, or agree to pay anything to a door-to-door seller. Check their information using Which? or contact your local energy champion before agreeing to anything.
3. If you receive an email from your energy company, check it is from a legitimate source before taking any action.
4. Contact Action Fraud on 0300 123 2040.
5. Contact your local Citizens Advice.



Energy Scams

Since the energy bill crisis, there has been a huge increase in the number of energy scams, targeting people in more ways than ever before. So, it's really important to be aware of how these scammers operate, and what to do if you think you've been targeted.

Ofgem Scams

Scammers are targeting people through cold calling in person or over the phone, pretending to be the energy regulator, Ofgem. These scammers are telling people that they can save money through switching their energy supply, and asking for bank details.

Ofgem state on their website that they will never sell you energy and they will never ask for personal details from a cold call.

If you are contacted by someone claiming to be Ofgem and asking for personal details, this is a scam.

Prepayment Scammers

Over 110,000 people in the UK have been impacted by door-to-door prepayment scammers. These scammers will come to your property, offering to sell you cloned prepayment keys and top ups at a discounted rate, for example offering you £50 worth of top up for £25.

The energy company will not accept these payments and customers will end up being charged twice.

If someone comes to your door offering you a prepayment card or cloned key, this is a scam.

'Green' Scams

Green scams can happen through cold calling, door to door 'salespeople', online advertising and emails. These scams offer discounted rates or financial support on solar panels, heat pumps and insulation. They could also be offering maintenance plans if you already have solar panels.

These scammers will take payments for work which is never started.

Over 19 million people were targeted by these scams in 2021. If the deal seems too good to be true it may be a scam.

Refund Scams

Scammers will use fake email addresses claiming to be from an energy company, saying you are entitled to a refund for an overpayment. These scammers will ask for your details and could then potentially take money from you. Energy companies will not contact you like this if you have overpaid on your bills. If an energy company emails you about a refund, this is most likely a scam.