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PNM warns of phone scams targeting customers as temperatures rise

Temperatures are climbing higher and so are scams



(Albuquerque, NM) – PNM is warning customers throughout New Mexico to be on the lookout for phone scams as the weather heats up. PNM has received reports that scammers are adding a false PNM caller ID or are adding a false 505 prefix to get customer to answer, deceiving them into thinking it is a legitimate call from PNM.

Once customers answer the phone, the scammer says they are with PNM, claims you are behind on your bill and threatens to disconnect your electricity unless you pay immediately with a prepaid card or an electronic banking transfer.

More than 220 scam reports, most of which are from the Albuquerque area, have been reported to PNM since February 2023. Scammers typically demand between \$200-\$500 for residential customers and more than \$1,000 for business customers. The majority of PNM customers say they were contacted by scammers over the phone versus an alternative way such as in-person, via email or text.

PNM remains committed to maintaining the highest standards of customer protection by providing the following safety tips:

- If you suspect you are being called by a scammer, HANG up immediately!
- If you ever question whether the call is a legitimate PNM phone number, contact us directly at 888-DIAL-PNM (1-888-342-5766)

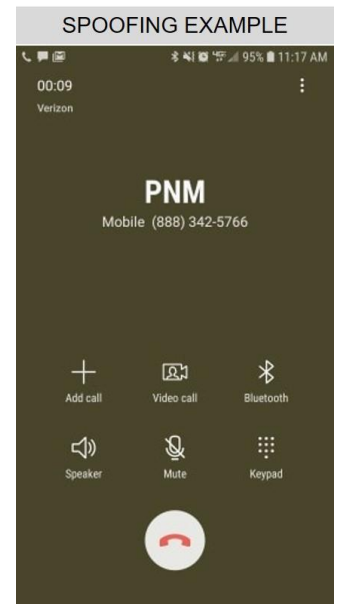
PNM will NEVER call a customer on a holiday or after hours: Mon. – Fri., 7:30 a.m. and 6 p.m.

- Report suspicious activity to PNM as soon as possible.

Reporter Tool Kit

[B-Roll available HERE](#)

Report the scam as soon as possible to PNM by calling 1-888-DIAL-PNM (1-888-342-5766). For more information on how to protect yourself, visit pnm.com/scam-calls.



Recognizing the signs of a scam is essential for our customers to safeguard themselves from these types of deceptive tactics. Please report the scam to PNM. Even if a customer realized it was a scam, PNM is asking to report it to PNM. The more information PNM has about the scam may prevent another customer from falling victim to this crime.

About PNM *With headquarters in Albuquerque, PNM is the largest electricity provider in New Mexico, serving nearly 550,000 customers in dozens of communities across the state. PNM strives to create enduring value for customers, communities and shareholders built on a foundation of Environmental, Social and Governance Principles. At the core of our business, we are focused on our vision of creating a clean and bright energy future, our purpose of working together with our customers and community to serve their energy needs, and our values of safety, caring, and integrity. Visit PNM.com for more information.*

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