

Alabama Power customers report scam call asking for payment

By Kelly Poe | kpoe@al.com on October 28, 2014 at 1:38 PM

If you get an automated call from Alabama Power warning that your power is about to be cut off, hang up.

Alabama Power is warning that several customers have reported getting calls asking for instant payments via a toll-free number.

Alabama Power will not call customers demanding instant payment that way, and customers should always be wary of those calls.

The caller ID indicates that the call is coming from Alabama Power, but criminals can fake that. When customers call the fake number to make a payment they hear several options, but only the selection to make a payment works. The rest of the options end the call.

Alabama Power is asking people who get the fake call to hang up and call them directly to 800-245-2244.