

# PROTECT YOURSELF AT THE DOOR



## FAKE UTILITY SCAMS AND DECEPTION

It is uncommon for a utility worker to show up at your door. You need the tools to know if this is real or a scam, or other deception. These tactics are often employed against our elders, non-English speakers, and working-class communities. We have also seen examples of Immigration and Customs Enforcement (ICE) pretending to be utility workers across the country, including some reports in Oregon.

You never have to answer the door.

If you are unsure if the person at your door is from your utility, call customer service!

## REASONS TO EXPECT A UTILITY WORKER

While there are reasons why a utility worker might be doing service in your area, it is uncommon to have someone come to your door, and less common for you to interact with a utility employee.

### UTILITY WORKERS AT YOUR DOOR

Situations where a field tech would be at your door include:



At customer  
request



With prior  
utility notice



If a gas leak  
is reported

## PRIOR NOTICE: DISCONNECTION

In case of a disconnection notice, your utility may come to your door with a 5-day notice.

- **Payments Only by Customer Request:** By Oregon law, a utility worker dealing with an on-site disconnection could accept partial payment, **but only at the customer's request.**
- **Official Payments:** A utility worker **will not solicit payment** through payment platforms like Venmo, Cash App, Zelle, or through gift cards.

## UNEXPECTED: CHECK FOR SCAMS

### CHECK FOR UTILITY LOGOS & ID

Utility employees will have the **company's logo displayed clearly on their clothing** (high visibility vests, shirts, and jackets). Look for a **utility-branded vehicle** outside, as well.

**No branding? Do not answer the door.**

### CHECK UTILITY COMMUNICATIONS

Check for phone calls, letters, and emails. Has your utility reached out about a **field tech coming to your door**? Have they warned you that **you are at risk of a disconnection**?

**No notices? Call your utility to verify.**

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## WHAT HAPPENS IF

### YOU HAVE INTERACTED WITH THE PERSON AT YOUR DOOR?

Sometimes, you don't realize an interaction feels off until you have already opened the door. Once you've got the name of the utility the person is claiming to represent, **ask for identification, close the door, and call your utility's customer service hotline:**

#### ELECTRIC UTILITIES

PORTRLAND GENERAL ELECTRIC  
1-800-743-5000

PACIFIC POWER  
1-888-221-7070

IDAHO POWER  
1-800488-6151

#### GAS UTILITIES

NW NATURAL  
1-800-422-4012

AVISTA  
1-800-227-9187

CASCADE  
1-888-522-1130

## WHAT HAPPENS IF YOU SUSPECT ICE IS IN YOUR NEIGHBORHOOD

On June 3rd, U.S. Immigration and Customs Enforcement (ICE) portrayed themselves as utility workers for Tucson Electric Power Utility in Arizona in an attempt to deceive to gain access to the home. The only reason **this was stopped was because a neighbor saw the suspicious figures and began warning the family of the scheme at hand.**

#### DISHONEST ACTION IMPACTS US ALL

It's not just our immigrant neighbors being impacted. Having immigration enforcement operate in dishonest ways exposes everyone in our communities, including you, to come in contact with and be hurt by the ICE presence. If you see something suspicious, tell your community. Document the instance and keep an eye out for the folks being targeted.

## PROTECT YOURSELF

#### DO NOT OPEN THE DOOR

Your 4th Amendment rights under the U.S. Constitution protect you from unreasonable searches and seizures by the government unless they have a warrant to enter signed by a judge with your name on it.

#### DO NOT ANSWER ANY QUESTIONS

If any government agent tries to talk to you, you have the right to remain silent based on your 5th Amendment rights under the U.S. Constitution.

#### DO NOT SIGN ANYTHING

Tell the government agent that you choose to exercise your constitutional rights. Don't sign anything without speaking to a lawyer first.

**Portland Immigrant Rights Coalition**  
Report Suspected ICE Activity  
**1-888-622-1510**

**Oregon Department of Justice**  
Report Sactuary State Violations  
**1-844-926-7829**