



*Benj. Franklin*

## Getting Unwanted Phone Calls?

If Ben Franklin were alive today, he may say, "The only things certain in life are death and taxes...and unwanted telemarketing calls."

### Why are you getting these calls?

Because of deregulation, electricity consumers in Pennsylvania may purchase energy supply (wholesale power) from a licensed "electric generation supplier" (EGS). The distribution utility, like Adams Electric, that delivers that power and sends out the bill does not change. No EGSs have decided to serve Adams' members.

*You receive these calls because the EGSs blanket entire Zip Codes with direct mail and telemarketing calls and do not take the time to remove Adams members from the list.*

## How do you stop calls?

1. Tell the caller that you are a member of an electric cooperative.
2. Ask the phone company for caller ID. Do not answer calls from phone numbers that you do not recognize.
3. Register your home and mobile numbers with the National Do Not Call Registry by visiting *donotcall.gov* or call 888/382-1222. Register for the PA Do Not Call List at *attorneygeneral.gov/dnc.aspx* or by calling 888/777-3406.
4. As a last resort, file a complaint with the Pa. Bureau of Consumer Protection by calling 800/441-2555.

**Adams will never call to sell you anything. You may receive calls in case of emergency or if there is a planned outage. Adams Electric will not give your personal contact information out to anyone. Do not give out personal account numbers, social security numbers, etc. to anyone if you are unsure of their identity. If you receive a call claiming to come from Adams Electric, hang up and call the co-op at 888/232-6732.**

