ENERGY MATTERS

CLECO
Energizing Your Tomorrow

NOVEMBER - DECEMBER 2026

Don't fall victim to utility scams

Cleco reminds customers about common scams customers may encounter, so they don't fall victim.

- **Disconnection Deception:** Scammers call threatening disconnection of your service, demanding immediate payment by prepaid cards.
- **Overpayment Tactic:** Scammers call claiming you overpaid your utility bill, and you need to provide personal bank account information or a credit card number to receive a refund.
- **Door Knocking Imposter:** Door-to-door imposters pose as utility workers to gain entry into your home.
- **Power Restoration Charge:** Scammers call offering to restore your electricity more quickly for a fee after a severe storm that caused widespread power outages.
- **Number Spoofing:** Scammers will spoof a callback number that closely resembles the utility's number.

Remember:

> Cleco will never ask customers for their personal banking information over the phone.

> Cleco will never call customers to demand immediate payment or ask for payments using a pre-paid debit card, gift card, cryptocurrency, or third-party digital payment mobile application.

> When in doubt, check to make sure you're communicating with a real Cleco representative:

- Phone: **1-800-622-6537**
- Online: **www.cleco.com** ('Contact Us' page or MyAccount)
- In-Person: **Customer Service Office**

Save this season on Cleco Marketplace

Deck the halls with a smart thermostat this holiday season! For a limited time, select smart thermostats are available for as little as $1 in the Cleco Marketplace.



> Scan the QR code to shop now!



Cleco volunteers with Pineville Animal Shelter

Cleco employees washed dogs, cleaned kennels, and organized supplies at the Pineville Animal Shelter as part of the company's ***Done in a Day*** program.

Through the program, Louisiana organizations can request help with a project that can be completed in one day.

So far, in 2026, Cleco employees have logged more than 4,400 volunteer hours across the state.



Cleco's Energy Emergency Deferred Billing Program allows some customers to defer an excess portion of their bill for several months during an energy emergency declared by the Louisiana Public Service Commission. Customers must meet certain eligibility requirements in order to qualify for the program and must re-qualify every two years. For eligibility requirements and enrollment information, visit **www.cleco.com**, call **1-800-622-6537** or visit your nearest Cleco customer service office.