



Dear Valued Customer,

It has come to our attention that **there have been recent attempts by scammers to defraud our customers by posing as representatives of New River Power and Light (NRLP).**

Several customers were contacted by an individual who falsely claimed to be from NRLP, demanding immediate payment over the phone and threatening to cut off their power if the payment was not made. We take such incidents very seriously and have alerted the Appalachian State University Police Department.

We want to ensure your safety and protect you from falling victim to such scams. Please keep the following important points in mind:

- **Official communication channels:**

NRLP will never demand immediate payment over the phone. We will not threaten to disconnect your service without proper prior notice. Our official communication will always come from verifiable NRLP contact information.

- **How to verify authenticity:**

If you receive a suspicious call, hang up and contact our customer service directly at 828-264-3671 to verify the legitimacy of the call.

Do not share personal or financial information over the phone unless you are certain of the caller's identity.

Visit the NC Attorney General's [consumer protection website](#) to learn more about how to protect yourself from scammers.

- **Reporting suspicious activity:**

If you receive a scam call or have been targeted by a scammer, please report the incident to NRLP immediately at NRLP-CSR@appstate.edu or 828-264-3671.

Additionally, you can report such incidents to the Appalachian State University Police Department at 828-262-2150 or through their website at police.appstate.edu/contact.

- **If you are a victim of a scam:**

If you provided the caller with banking information, contact your bank immediately.

File a police report with the Town of Boone police department at 828-268-6900. They will provide you with a checklist of steps to take to protect your personal information.

Notify NRLP at 828-264-3671 or NRLP-CSR@appstate.edu.

We are committed to your safety and security. Your vigilance and prompt reporting can help us protect our community from these scams.

Please do not hesitate to reach out to us with any concerns or questions.