

Scam Alert – Cherryland Electric
8/15/2017

Over the past 10 days, a few Cherryland members have been targeted by a phone scam.

The scammers claimed to be representatives of Cherryland and threatened immediate disconnection of service if the member didn't pay their past due balance. They requested various types of payment information, including credit card, money order, prepay debit card, etc. They actively discouraged the members from calling or stopping by the cooperative office to pay at a later time, claiming our offices were closed.

This is not Cherryland's process for contacting a member who is scheduled for disconnection. Our process includes delivering a bill with a disconnect notice via U.S. mail and sending two automated phone calls requesting a return call to the cooperative to avoid disconnection.

Cherryland does not call requesting payment information in the case of a disconnection. Cherryland representatives do not take credit/debit card information over the phone. If a member chooses to pay their bill with a credit/debit card over the phone, they must do so via our automated bill payment system.

If you feel pressured for immediate payment or personal information, **hang up the phone and call us at [231-486-9200](tel:231-486-9200) or visit our Grawn office.** Our office is open 7:30 a.m. to 4 p.m., Monday thru Friday.