Fraud Alert: Scam Calls Pretending to Be RNG

Some of our customers have told us they received fraudulent phone calls from the number **575.445.3613**. The callers claim to be from Raton Natural Gas Company (RNG), but they are not. They use a trick called **caller ID spoofing**, which makes a call appear to come from a trusted organization when it really comes from somewhere else.

How the scam works

Scammers spoof caller ID because people are more likely to answer, and more likely to trust the caller, when they recognize the name or number. The caller often says you owe money and must pay right away. They may also ask you to confirm personal details such as your account number, card information, date of birth or passwords.

What you should know

- **RNG will never call you to demand payment.** If a caller pressures you to pay right away, it is a scam.
- **Caller ID can be faked.** A call that shows RNG's name or number may still be a scam.
- **Pressure is a warning sign.** Scammers try to create urgency, for example by threatening penalties or a service shutoff, so you act before you have time to think.

What to do if you receive one of these calls

1. **Hang up right away.** Do not stay on the line or argue with the caller.
2. **Do not share any information.** This includes personal, financial and account details.
3. **Do not make any payment** by card, bank transfer, gift card or any other method.
4. **Contact RNG directly** Use the details on your bill or our official website, not a number the caller gave you.

If you have already shared information

Contact RNG and your bank or card provider right away so they can protect your accounts. Keep an eye on your statements for any activity you don't recognize.

Thank you for your help in reporting these calls. It helps us protect you and other customers.

RATON NATURAL GAS COMPANY
575.445.3613 / RATONNATURALGAS.com

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