

Alabama Power warns of false bill payment text

Alabama Power is warning of a text, not from the company, that asks for a bill payment. (*Alabama Power*)

By **Emily Hill** | ehill@al.com September 14, 2014 at 5:33 PM

Alabama Power is warning customers of a false "pay your bill" text that asks for a payment. Alabama Power doesn't have a system where customers can pay by text, according to Alabama Power spokesperson Isaac Pigott.

In a news release Pigott said a text message is being sent to customers that gives a false warning that a payment is due immediately. Pigott said the payment system PayXchange is a legitimate business, but it doesn't offer automated payments from an existing checking account.

"That reference number could belong to anyone, even overseas, and like the other payment scams, once the money is transferred it is almost impossible to trace," Pigott said.

"This is really the first one we've seen where it's gone over a text message. Part of the concern is that it's not common yet but there are more and more people paying by text," Pigott told AL.com.

As a reminder, Pigott said Alabama Power will never call and ask for bank information or a credit card number. For questions about the status of an Alabama Power account, call 1-800-245-2244.