

SCAM ALERT

Although Utility Scamming isn't prevalent in our area, there was a recent report of a water utility scam in a nearby City (<https://kjzz.org/content/538779/mesa-warns-residents-water-filter-scam>).

Please be aware of the following important facts about utility billing and customer service.

- Utility companies never disconnect service abruptly due to nonpayment. Multiple notices will be sent by various communications channels well in advance of service being ended.
- Utilities never require delinquent customers to purchase a prepaid debit card or make a wire transfer to make an account payment.
- Utilities may also offer installment plans for paying an overdue bill and not ask for a large sum immediately.
- Customer service representatives are extensively trained in "emotion control"; if a so-called utility representative becomes aggravated or aggressive when asking for payment he or she may not be who you think they are.
- Utility workers making "house calls" will always have company-issued I.D. Do not settle for a vehicle that appears to be a service vehicle or even a uniform.