


BE IN THE KNOW: AVOID UTILITY SCAMS

SCAM ALERT

#Suburban
#cares 

POSSIBLE SCAM TACTICS:

By Phone

Calls with:

- False disconnection threats
- Requests for bill payment
- A credit they need to apply back to your bank
- Notification that water is off and reconnection fee is required.

In Person

Visitors stating:

- They are a contractor working on a leak.
- There is a main replacement project

Online

Phishing emails:

- Fake invoice/ bill
- Requests to replace account information (SSN, etc.)

HOW TO PROTECT YOURSELF FROM UTILITY SCAMS:

- Don't give out personal information when contact is initiated by the other party.
- Pay through your utility and any authorized third party, never an **unauthorized** third party. Go to our website to check ways to pay.
- Always verify the party is legitimate by directly contacting your utility to confirm.
- Report any suspicious contact from the initiator.
- **When in doubt: close the door, end the call or delete the email.**

Protecting your personal and financial information is important to Suburban Water! We want to hear about any suspicious activity that you may encounter that affects your business with us. Please contact the number below, send us an email or visit our website for more information. Our customers are our number one priority and we want to make sure your information is protected.



**Suburban
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A SouthWest Water Company

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