

Media Advisory

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For Immediate Release

For more information, contact:
KUB Community Relations

KUB Supports Utilities United Against Scams Campaign *November 14-18, 2016*

Knoxville Utilities Board has joined the American Gas Association and other utilities across North America in participating in the Utilities United Against Scams Campaign. The goal of this campaign is to bring awareness to the many scams which occur via phone, text message, mail, e-mail, door-to-door and other methods in which a criminal poses as a utility representative in order to gain fraudulent payment or personal information from customers. The third Wednesday in November every year will be designated as Utilities United Against Scams Day. This year's observance is Wednesday, November 16.

KUB wants to make its customer aware of scams that impact its customers. Scammers will target both business and residential customers, so everyone should be aware of how to recognize a scam year round. Regardless of the topic of the scam, such as non-payment, service fees, etc., or the method being used, there are two red flags that the person contacting you might be attempting to scam you:

1. **The caller requests payment via MoneyPaks, Green Dot Cards, Money Grams, or other prepaid credit cards** – KUB **does not** request payment in this form. Once you give the caller the number on any of these cards, the scammer then has access to the funds on the card. These are usually untraceable. This is free money to the scammer.
2. **The caller threatens shutoff within a specific time frame** – KUB gives final notices on bills and pink door hangers, not calls, for service termination. A threat of shutoff within the hour, two hours, that day, etc., will not come from KUB.

If either of these scenarios occur, this is a scam attempt, and you should hang up and contact KUB at 524-2911.

“Customers are encouraged to stay up-to-date on their account status and payment history, so that they can be aware of when something is out of the ordinary. This can be as simple as knowing when you paid your last bill,” said Dale Grubbs, KUB Customer Service. “Customers are also advised to take appropriate care with sensitive documents, and should shred them or store them in a safe location where the information cannot be obtained by someone else. Don't just throw your bill in the trash – destroy it or file it away in designated storage.”

Identity thieves change their tactics constantly. If anyone calls you claiming to be from KUB and demands payment, call KUB at 524-2911 to verify their activity is legitimate. If possible, collect the name and number of the caller, as it could be helpful should the scammer target you again.

If there are questions about your account status or if you feel you are the target of a scam, call KUB at 524-2911. If you feel you have been victimized, you should also contact your local law enforcement agency's non-emergency number to report the scam attempt. For more information on how to identify a scam, please visit www.kub.org.

KUB is a municipal utility serving Knox and parts of seven adjacent counties and provides electric, gas, water, and wastewater services to more than 445,000 customers

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