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*Customer Service Supervisor*

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WA-18

# Scam Alert

We have received dozens of reports about customers receiving phone calls from scammers using phone numbers registered to Klickitat PUD. The scammers are using an automated system or app to call victims in an attempt to solicit personal information or offer free services.

If you are ever suspicious of a phone call or visitor, hang up or make the person wait outside and call us at (509) 773-5891 or (509) 493-2255 to verify their identity.

The increased volume and creativity of scammers has prompted Klickitat PUD to remind customers what you should know to avoid becoming a victim of utility fraud.

## Klickitat PUD's Do's and Don'ts

- We do not make outgoing calls demanding personal information or offering extravagant gifts.
- We do not demand you make a payment using a certain payment type. We are happy to accept cash, checks/e-checks, Visa, Mastercard and Discover.
- We do not collect cash in the field to avoid disconnect for nonpayment or to upgrade meters.
- We do send past-due notices by mail. The notice is an indicator that your account requires action.
- KPUD Energy Services Specialist Anita Clever does not make unannounced visits. If you would like to contact her, call (509) 773-7622.
- We do have meter readers and servicemen who respond to field requests. This is limited to the meter and other KPUD equipment such as poles, transformers and wire, which is why it's important we have unrestricted access to KPUD equipment. If this equipment is inside a shed, porch or fenced area, this can be problematic.
- We do have contractors who trim trees and inspect KPUD equipment, but you will receive a notification when they are in your area.
- We do send emails for bill notifications, but only if you have signed up for them.
- We do use Klickitat County Emergency Management's notification system for planned outages. You will only receive this notification if you registered for this free service.

## What You Can Do to Protect Yourself

- Register for My Account and manage your account online.
- If someone comes to your home or business, ask for identification. KPUD employees travel in clearly marked vehicles and are easily identifiable.
- Do not provide your credit or debit card number or any other personal information to any caller or visitor without knowing their true identity.
- Call our office at (509) 773-5891 or (509) 493-2255 for accurate information about your account or with any questions about the identity of a caller or visitor.