



Media Advisory

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For Immediate Release

For more information, contact:
KUB Community Relations

KUB Supports Utilities United Against Scams Campaign

Many scams occur each day across the country, including here in the Knoxville Utilities Board service area. Scams come in many forms, including phone, text message, mail, e-mail, and even door-to-door. KUB 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 scams 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 is designated as Utilities United Against Scams Day, with this year's observance on Wednesday, November 15.

Everyone should be aware of how to recognize a scam year round, and KUB wants to make its customer aware of how to recognize a scam. Scammers will target both business and residential customers and 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 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.
2. **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.

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

“Staying up -to-date on your account status will help you be prepared to avoid falling victim to a scam,” said Dale Grubbs, KUB Customer Service. “Knowing when you last paid your bill and your account status will help you identify when something is out of the ordinary.” 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 453,000 customers

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