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## Media Advisory

November 7, 2018  
For Immediate Release

For more information, contact:  
KUB Community Relations

### **KUB CUSTOMER ALERT**

#### **Scammers Impersonate KUB and Attempt to Scam Customers**

In the last 24 hours, KUB has experienced an increase in the number of scam reports from the community. These attempts are being reported by both business and residential customers from all across the KUB service territory, who report receiving calls from someone demanding payment to avoid service disconnection.

Regardless of the method used (phone, email, text messaging), the technology used (caller ID mimicking, recorded messages), or the topic of the scam (such as non-payment, service fees, etc.), 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 call with a threat of shutoff with the hour, two hours, that day, etc., **WILL NOT** come from KUB.

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

KUB also advises customer to remain up-to-date on the status of their account. “This is so they can be aware of when something is out of the ordinary, such as someone calling to tell them they didn’t pay their bill when the customer knows they have,” said Tiffany Martin, Director of KUB Customer Experience.

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](http://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 457,000 customers*

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