

Media Advisory

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For Immediate Release

For more information, contact:
KUB Community Relations

KUB CUSTOMER ALERT

Scammers Impersonate KUB, Attempt to Scam Customers

KUB has experienced an increase in the number of scam reports from the community, especially from local businesses. The most recent scam attempts are using technology to mimic KUB's number on the customer's caller ID (or numbers close in appearance to KUB's number) in addition to using a recording of KUB's own automated answering service. If customers call the numbers provided by the scammers, the recording includes the same prompts and messages KUB currently uses on its automated voice system to transfer the caller to a representative in an attempt to further convince the caller they are interacting with KUB.

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 Dale Grubbs, KUB Customer Service.

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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