



## News Release

August 5, 2020  
For Immediate Release

For more information, contact:  
KUB Community Relations

### Increase in Scam Activity Targeting KUB Customers

KUB has experienced a recent increase in customers reporting scam attempts. These scammers mimic KUB's number on caller ID, identify themselves as KUB representatives, and threaten customers with utility disconnection unless a balance is paid in a short amount of time. KUB wants to remind customers that KUB does not call to notify customers of pending disconnection, and if KUB does contact you KUB's main phone number (865-524-2911) will not appear on your caller ID.

**KUB reminds the community that disconnections for non-payment are currently suspended due to the COVID-19 pandemic and encourages customers to learn how to recognize scam activity.**

Thieves change their tactics constantly. Regardless of the method used (phone, 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 within 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 865-524-2911. 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. 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 464,000 customers*

###