



NEWS RELEASE

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TUCSON WATER WARNS OF POSSIBLE PHONE SCAM INVOLVING PAYMENTS FOR WATER SERVICE

Tucson Water is receiving complaints from customers who were contacted by telephone and asked to provide certain financial information to avoid shutoff of their water service. The persons calling are falsely representing themselves as Tucson Water employees and are asking for money to prevent accounts from being turned over to collections.

Tucson Water's policy is to provide two written notifications of account delinquency or service interruption, followed by an outbound automated phone asking a delinquent to contact the utility immediately. Tucson Water does not request payment or financial information over the telephone.

Customers may verify their account and status of service information by contacting Tucson Water Customer Service at (520) 791-3242 or e-mailing TW_CustomerService@tucsonaz.gov.

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