



CITY OF
TUCSON



NEWS RELEASE

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TUCSON WATER WARNS OF POSSIBLE PHONE SCAM INVOLVING WATER SERVICE

Tucson Water has received complaints from customers who were contacted by telephone and asked to provide certain information to prevent termination of their water service. The callers were falsely representing themselves as Tucson Water employees.

Several instances of the calls have been reported to the utility as of this morning. Customers indicated that the person calling used the name "Sarah" and that it sounded as if the caller was being prompted by someone in the background. The caller notified the customers that their account was past due, and attempted to obtain payment information.

Tucson Water policy is to provide written notification of account delinquency or service interruption using regular mail service. Tucson Water does not request payment information over the telephone.

"We do not initiate outbound delinquency notification by phone calls," said Fernando Molina, Tucson Water Public Information Officer. "We only call customers if they have initiated contact with us to address other issues they are trying to resolve."

Customers may verify their account and status of service information by contacting Tucson Water Customer Service at (520) 791-3242.

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