

City of Independence



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FOR IMMEDIATE RELEASE

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Utility Bill Telephone Scam Operating in Independence

(INDEPENDENCE, Mo.) Wednesday, August 12, 2009 – Independence residents should be aware that there is a possible credit card scam taking place in the city. Water Director Dan Montgomery issued a warning today that residents are receiving telephone calls from a person saying they work for Independence Power & Light. This scam was originally used in February and again in June of this year.

Montgomery said several customers stated they have been told that they forgot to sign their payment check and must “pay up now.”

“Residents are being told that their utility bill is delinquent and that unless they give the caller their credit or debit card number immediately, their power will be shut off,” Montgomery said. “We do not call customers and ask them to give us their credit or debit card number over the telephone.

“The only time you should use your credit or debit card to pay a utility bill over the telephone is when you call us,” Montgomery urged. “Not the other way around.”

In addition, Montgomery said, City representatives do not make calls to customers outside normal 8 a.m. to 5 p.m. Monday through Friday business hours. Customers with questions about their utility bill should call 325-7930.

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