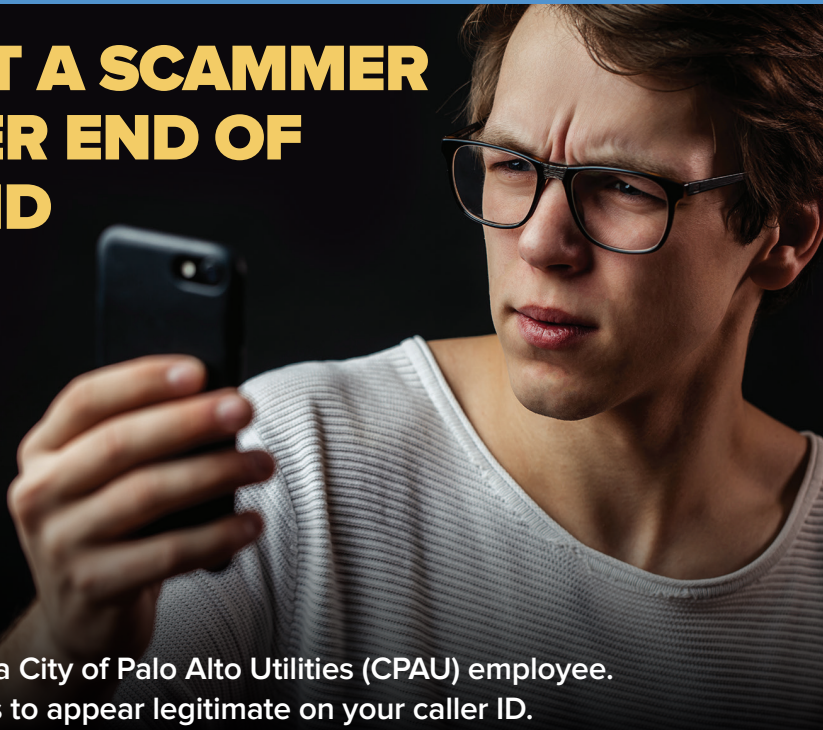


# HOW TO SPOT A SCAMMER ON THE OTHER END OF THE LINE—AND WHAT YOU SHOULD DO.



## VERIFY THE CALL

Scammers may pretend to be a City of Palo Alto Utilities (CPAU) employee. Some can spoof their numbers to appear legitimate on your caller ID.

The suspects may try to convince you that your utilities bill is past due, and that your utility service will be shut off if you do not send money right away. You may be asked to pay by pre-paid debit card or money transfer service.

If you receive a call from someone claiming to be from the Utilities Department, asking for money or other personal information, please hang up and call the Palo Alto Utilities Customer Service Center at **(650) 329-2161** to verify your account information or log in to your MyCPAU account at [mycpau.cityofpaloalto.org](https://mycpau.cityofpaloalto.org)

## HOW YOU KNOW IT'S A SCAM

CPAU will contact you in writing and through other communication means if your account balance is overdue. We will not demand immediate payment over the phone and threaten to shut off service, and we will **NEVER** ask you to pay your Utilities bill with a pre-paid debit card typically available from convenience stores. Using these untraceable cards will prevent you from ever getting your money back.

CPAU offers several flexible payment options such as online through MyCPAU and automated phone system. Find details at [cityofpaloalto.org/UtilitiesCustomerService](https://cityofpaloalto.org/UtilitiesCustomerService)

## CONTACT US IF YOU SUSPECT A SCAM

**Phone** (650) 329-2161

**Web** [cityofpaloalto.org/UtilitiesCustomerService](https://cityofpaloalto.org/UtilitiesCustomerService)

**Email** [UtilitiesCustomerService@cityofpaloalto.org](mailto:UtilitiesCustomerService@cityofpaloalto.org)

