

## **Fraud/Scam Alert**

We wanted to let everyone know about a recent scam targeting our customers.

A customer of ours received a phone call from someone claiming to be Wellton-Mohawk and the scammer began telling our customer that they were two months behind on their power bill and demanding immediate payment, then they asked for our customers Social Security number and other personal info. These scammers will try anything to deceive you, please be mindful and stay cautious.

### **What to remember**

- **WMIDD will NEVER demand immediate payment over the phone and ask for your Social Security number or any other personal information.**
- Do not give your SSN, bank info, or payment details to someone who calls you unexpectedly.
- If someone pressures you to pay immediately over the phone, hang up.
- Verify by calling our office number (928) 785-3351 or the number printed on your bill (833) 570-0752 or our online smart hub portal.

### **If you get a similar call**

1. Stay calm and do not provide any personal or financial information.
2. Ask for the caller's name, company, and a call-back number — then hang up.
3. Call us using our office number to confirm any details about your account standing.
4. Report the call to WMIDD, local law enforcement and your phone provider.