

# Scam Alert

January 5, 2016

Customers have called the Waukesha Water Utility to report a scam. A few customers have received a phone call, from someone pretending to represent the Waukesha Water Utility. The caller, who sounds official, is telling customers that they have an outstanding water bill that needs to be paid immediately or their water would be disconnected. The scammer is also telling people that their balance needs to be paid with a cashier's check. Please be aware, this is a scam!

Waukesha Water Utility does not call customers for unpaid bills. Instead, a 1 percent late charge is added to the bill every month that the bill is late; and the unpaid balance is added to the next water bill. Furthermore, the Utility does not insist that the bill has to be paid by a cashier's check. Customers can pay their water bills on-line with a credit card or check, in the Utility's office, or by sending a payment in the mail.

If you, or someone you know, receives a call from someone stating there is an unpaid water bill and threatens to disconnect the water service for non-payment, please hang up and call the Waukesha Police Department at (262) 524-3831.