

# Scammers targeting Tahoe Donner PUD customers

Truckee Donner Public Utility District is issuing a warning about scammers claiming to be collections agents.

Callers are impersonating the utility company claiming that an account is delinquent and must be paid immediately by a pre-paid debit card, credit card or money transfer. If refused, the caller will threaten disconnection from a remote location or after normal business hours.

Here are a few facts:

- TDPUD mails monthly bills with past due balances, 15-day notices, and 48-hour notices if balances are past due
- TDPUD sends automated telephone messages asking customers to contact the office
- TDPUD may disconnect service for nonpayment after multiple notices, but only during normal business hours
- TDPUD will never ask for a pre-paid debit card or money transfer.

TDPUD recommends hanging up on the caller immediately. If a scammer contacts you or if you feel that a crime has been committed, report the incident to your local law enforcement agency. Call 530.587.3896 during normal business hours and ask for the status of your account.