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## NEWS RELEASE

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### **San Francisco Police and the SF Public Utilities Commission – Water Department Warn the Public Regarding Recent Utility Payment Scam**

The San Francisco Police Department (SFPD) and the San Francisco Public Utilities Commission (SFPUC) are alerting the public to a recent series of scams in which suspects pose as representatives of “SF Utilities” and demand payment for overdue bills.

The suspects, who contact potential victims by phone, claim that their water bills are overdue and threaten to turn off their water service unless cash payment is made. Customers have been directed to make payment at various drug stores in San Francisco. The suspects sometimes use a device that “spoofs” caller ID devices to display the SFPUC customer service phone number.

These calls are not coming from the SFPUC and at no time does the agency direct customers to pay water bills in person anywhere other than authorized payment locations. For a list of authorized payment locations, click here:  
<http://www.sfwater.org/index.aspx?page=48>

The public is cautioned to be wary of such calls and are advised to contact the SFPUC if they have questions regarding their water bill and service. The SFPUC Customer Service Line is (415) 551-3000.

Any SFPUC customers who have received such phone calls may file a suspicious occurrence report at any SFPD district station. Anyone who has been victimized by this scam should file a fraud report with the SFPD. For a list of district police stations, click here: <http://sanfranciscopolice.org/police-district-maps>

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