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For Immediate Release

Truckee Donner PUD Warns Customers: Be Aware of Scams

Truckee, Calif. (April 11, 2017) – The Truckee Donner Public Utility (TDPUD) is issuing a warning about customers who are being targeted by scammers claiming to be collections agents. Customers should be aware that callers will impersonate 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.

TDPUD wants to alert customers of this scam and also offer suggestions of what to do. Here are a few facts to know:

- 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 you to contact the office
- TDPUD may disconnect service for nonpayment after multiple notices, but **ONLY** during normal business hours; and
- TDPUD will **NEVER** ask for a pre-paid debit card or money transfer.

“Scammers stealing your money is a serious criminal offense,” said Steven Poncelet, TDPUD’s public information officer. “You can always hang up and call the TDPUD for help.”

What to Do:

If Truckee Donner PUD customers receive a suspicious call, hang up immediately. Dial TDPUD at 530-587-3896 during normal business hours and ask for the status of your account. Note: TDPUD will not disconnect your service after normal business hours, so it’s a red flag if you receive a call of this nature after hours.

If a scammer contacts you or if you feel that a crime has been committed, report the incident to your local law enforcement agency. TDPUD wants you to be aware of scammers and don’t be fooled!

About Truckee Donner PUD:

The Truckee Donner Public Utility District (TDPUD) is a non-profit, publicly owned utility agency created in 1927 and overseen by a locally elected board of directors.

TDPUD provides the greater Truckee area with reliable and high quality water and power services while guiding the community to conserve resources. For more information about the TDPUD, call 530-587-3896 or visit www.tdpud.org.

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