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Sent: Tuesday, February 09, 2016 12:48 PM
Subject: Denver Water scam alert: Customers report receiving calls asking for payment



Denver Water scam alert

Customers report receiving calls asking for payment

DENVER — Feb. 9, 2016 — Denver Water would like to remind the public that it doesn't proactively contact customers to ask for payment over the phone. Yesterday, a handful of customers reported receiving calls from individuals claiming to be with Denver Water and asking for payment. The caller identification appeared to be from Denver Water's Customer Care number. In some instances, the caller provided an alternative number to call back, and then answered the phone as "Denver Water."

The types of legitimate calls Denver Water customers could expect are automatic courtesy calls as a reminder to pay past-due bills or follow-up calls for service requests.

Denver Water asks customers to call its Customer Care department directly at 303-893-2444 with billing questions or to make a payment, and to report suspicious calls to their local law enforcement agency.

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Denver Water proudly serves high-quality water and promotes its efficient use to 1.3 million people in the city of Denver and many surrounding suburbs. Established in 1918, the utility is a public agency funded by water rates, new tap fees and the sale of hydropower, not taxes. It is Colorado's oldest and largest water utility. For more information, visit www.denverwater.org, subscribe to our [blog](#) and follow us on [Twitter](#) and [Instagram](#).

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