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**3/15/2019**

**NEWS RELEASE**

## **Utility Scams Continue in El Paso**

Date: Friday, March 15, 2019  
Location: Various

**EL PASO, Texas** – The El Paso Police Department continues to Utility Scams in the El Paso area. Law Enforcement and Utility Companies continue to see scammers use various methods in their attempt to scam the customers/public. Scammers may use an online email, text, phone call, or in-person forms of communications to target utility customers.

### **Signs of a potential scam activity:**

- Threat to disconnect
- Request for immediate payment
- Request for prepaid card

### **How Customers Can Protect Themselves:**

- Customers should never purchase a prepaid card to avoid service disconnection or shutoff.
- If someone threatens immediate disconnection of shutoff of service, customers should contact Customer service immediately
- If customers suspect a scam, they should contact the utility at the phone number listed on their bill or on the utilities web site. Never use a number provided by the individual believed to be the scammer. If you feel in danger, call 911 immediately.

Contact Numbers for local utilities are:

**El Paso Electric**  
Texas (915) 543-5970

**El Paso Water**  
(915) 594-5500

**Texas Gas Service**  
(800) 700-2443

For more information please click the link below:

<https://www.epelectric.com/about-el-paso-electric/article/utilities-unite-to-educate-and-empower-customers-to-avoid-scams>

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*Promote Transparent and Consistent Communication Among All Members of the Community*