



Ukiah Police Department

Safety, Professionalism, Community Service

Chris Dewey
Chief of Police

October 1, 2014

PRESS RELEASE

Subject: Recent Phone Scam involving City of Ukiah Utility Services

The Ukiah Police Department is investigating a report that phone scammers called a local business claiming to be the City of Ukiah Utility Billing Department. The caller told the business that their utility bill is overdue and their electricity will be immediately disconnected if they do not pay the outstanding balance using a credit card over the phone. The callers are very convincing and usually make these calls after City Hall is closed. They request that the Business owner obtain a pre-paid credit card to make the payment immediately over the phone and offer to call back in a short period of time to allow for the business owner to obtain the pre-paid credit card.

The only reported instance of this happening in Ukiah to date occurred after 5:00 p.m., on 9/30/14. The Police Department is investigating and we are aware of similar scams in other jurisdictions recently.

If you are a City of Ukiah Utility Customer and you receive a phone call from anyone asking you to pay your bill over the phone, do not give out any information or make any payments.

If you receive a suspicious call, end the conversation and call the City of Ukiah to verify your utility billing status by calling the City of Ukiah Utility Billing Department at 463-6228.

The City of Ukiah will not call requesting utility payment without first having noticed you in writing that your account is past due. Your utility service will not be disconnected if you have not previously received a written notice from the City of Ukiah.

Anyone with information about this type of activity is asked to immediately contact the Ukiah Police Department at 463-6262. Again, never make any payments to the City of Ukiah over the telephone without first verifying your billing status and never give personal or account information over the phone unless you are certain you are talking with an official representative of the City of Ukiah.

Prepared By: Captain Trent Taylor