

Iowa American Water Educates Customers on Utility Scams

Helpful Tips to Safeguard Against Utility Scammers In-Person and Online

DAVENPORT, IA – NOV. 19, 2025 – [Iowa American Water](#) wants to keep customers and the general public safe on Utility Scam Awareness Day by providing valuable tips to help identify and avoid scammers from targeting unsuspecting utility customers.

“Iowa American Water cares about the safety of its customers. As utility scams continue to rise, it’s important that everyone exercises caution and takes steps to protect themselves by confirming the identity of workers before granting access to homes or businesses or sharing personal information,” said Tony Loete, Vice President of Operations for Iowa American Water. “When receiving incoming calls with requests for personal information that seem suspicious, customers may call back and verify the callback phone number with the one on our website. Our employees and contractors will never collect money or credit card information from customers in the field.”

Utility company imposters often attempt to scam individuals in two main ways: 1) They may pose as utility workers to gain access to someone's home; 2) They might urgently contact the person, either by phone or another method, demanding immediate payment to prevent disruption in services.

Safeguard personal information from scammers by following these tips:

- Always verify. When unsure about an incoming phone call or email, stop the communication and verify with the utility company's customer service number to confirm legitimacy.
- Be skeptical. When receiving a phone call, text message, email, or visit from someone, be sure to ask questions and verify their identity before giving out any personal or financial information.
- Remain calm. Scammers often attempt to provoke a sense of urgency. If concerned, end the call or lock the door, and contact the utility company directly to verify.
- Never give money. Our employees and contractors never collect money or credit card information from customers in the field.

Iowa American Water also wants to remind customers that all employees carry an official company photo I.D. badge and wear logoed, high-visibility vests. “We want to help protect our customers against fraud and scams,” added Loete. “By providing these tips, we hope to not only help customers avoid scammers, but also bolster their sense of security throughout the holiday season.”

For more information about utility and other scams, or to report a scam, visit the Better [Business Bureau's website](#).

Learn more about Iowa American Water [here](#).

About American Water

American Water (NYSE: AWK) is the largest regulated water and wastewater utility company in the United States. With a history dating back to 1886, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to more than 14 million people with regulated operations in 14 states and on 18 military installations. American Water's 6,700 talented professionals leverage their significant expertise and the company's national size and scale to achieve excellent outcomes for the benefit of customers, employees, investors and other stakeholders.

For more information, visit [amwater.com](#) and join American Water on [LinkedIn](#), [Facebook](#), [X](#) and [Instagram](#).

About Iowa American Water

Iowa American Water, a subsidiary of American Water (NYSE: AWK), is the largest regulated water utility in the state, providing safe, clean, reliable and affordable water and wastewater services to approximately 227,000 people.

Media Contacts

Lisa Reisen

Senior Manager, External Communications

Iowa American Water

lisa.reisen@amwater.com

<https://stage.mediaroom.com/amwater/2025-11-19-iowa-american-water-educates-customers-on-utility-scams>