

Kentucky American Water Educates Customers on Utility Scams

[Kentucky American Water](#) wants to keep customers and the general public safe on Utility Scam Awareness Day, which was observed this week, and every day by providing valuable tips to help identify and avoid scammers from targeting unsuspecting utility customers.

“Kentucky 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 Andy Lewis, vice president of operations, Kentucky 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.

For more information, visit the Better Business Bureau: <https://www.bbb.org/all/scamtips>.

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

Media Contacts

Susan Lancho

Senior Manager, Government and External Affairs

Kentucky American Water

susan.lancho@amwater.com
