



Communications Manager
"Committed to Quality"

News Release

FPUA Reminds You To Not Fall For The Latest Scam

FORT PIERCE, FL., April 13, 2016 – Scams target people by using in-person solicitation, social media, fliers, phone calls, text messages and other methods to steal money and identity information.

This latest warning is regarding a caller informing you your electricity is about to be cut off, but he says he can stop it—if you pay him. The scammers will also leave a message to call them at 1-800-218-8919 extension 48. The recording says "Thank you for calling Fort Pierce Utilities Disconnections Department, this call will be recorded for training purposes and to press the extension 48 for Peter Wallace" It used to be the caller would ask for money to be wired, but that set off red flags. The new twist? You will be asked to pay in one of three ways: via Paypal, a prepaid debit card (reloadable debit card), or gift card.

Occasionally, FPUA MAY call you to discuss your account. If we do, we will provide you with information that only you and FPUA would know in order to validate our call is legitimate. If, after receiving the information, you are uncomfortable providing personal information by phone, or if you believe the call is a scam, hang up and call FPUA directly at 772-466-1600.

FPUA customers who have delinquent accounts receive multiple notifications over the course of several weeks prior to electric service disconnection – never just a single notification one hour before disconnection. FPUA never asks or requires customers who have delinquent accounts to purchase a prepaid debit card to avoid electric service disconnection. Customers can make payments online, by phone, by mail, or in person.

About FPUA: Fort Pierce Utilities Authority is a municipal utility whose mission is "to provide our customers with economical, reliable and friendly service in a continuous effort to enhance the quality of life in our community." Fort Pierce is one of more than 2,000 communities in the United States served by a community-owned electric utility, and one of very few who also provide water, wastewater, natural gas, and Internet services. Public utility systems are owned by the people they serve. All benefits from our locally controlled utility remain right here in the community. Additional information is available at www.fpua.com.

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