



Protect yourself from payment scammers

Phone scammers use spoofing technology to look and sound like us. Their caller ID can appear as our Customer Services line (253-502-8600). Hang up if you get a caller claiming to represent us demanding payment.

Email scammers email fake utility bills that say payment is due immediately or a fake bill looking like a utility outside of our area. If you receive a bill that looks different from your normal bill or seeks personal information such as your social security or credit card numbers, delete the email and do not click any links.

WE DO NOT:

- Call, email, or make a home visit demanding an immediate payment.
- Call, email, or make a home visit requesting credit card, banking, or financial information.
- Request payment on a prepaid card.
- Shut off service without written notice at least 7 days in advance.

[MyTPU.org/Scams](https://www.mytpu.org/Scams)

