American Water Newsroom

Protect Yourself from Utility Scams! Iowa American Water Provides Tips for Spotting Scammers on Utility Scam Awareness Day

DAVENPORT, IA – NOV. 15, 2023 – Today is Utility Scam Awareness Day, and Iowa American Water is arming customers with information to protect themselves from common utility scams. According to the Better Business Bureau, impersonation is a very common tactic used by scammers. Whether it be a suspicious individual knocking on the door, or a phone call from an unfamiliar number, it is important to remain calm and ask questions.

“Safety is at the forefront of everything we do at Iowa American Water,” said Brad Nielsen, Vice President of Operations at Iowa American Water. “With the holiday season approaching quickly, we know this is a busy time of year, and our customers have a lot on their minds. Unfortunately, this can make them more vulnerable to utility scams, so it is important to stay alert and speak up if something doesn’t seem quite right.”

Utility company imposters typically attempt to scam individuals by one of two ways: they may pose as a utility worker in an attempt to gain access to an individual’s home, or they may call or send another type of urgent communication asking for immediate payment to avoid termination of services. Iowa American Water encourages customers to be mindful in these situations and take the following tips into consideration when approached by someone who claims they are a utility worker:

- Always verify. When in doubt about an incoming phone call or email, stop the communication and contact the utility company directly through its customer service number to verify that the outreach was genuine.
- Be skeptical. Whether it’s a phone call, text message, email, or person standing at your door, continue to ask probing questions and safeguard your information. Don’t provide any information, whether financial or personal, until you verify who you are talking to.
- Remain calm. Scammers feed off panic. If you are worried, hang up the phone or close and lock your door, and call your utility company to verify.
- Never give cash. Our employees 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 Nielsen. “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.

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 6,500 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, Twitter and Instagram.

About Iowa American Water

Iowa American Water, a subsidiary of American Water (NYSE: AWK), is the largest investor-owned water utility in the state, providing high-quality and reliable water services to approximately 213,000 people. For more information, visit www.iowaamwater.com and follow Iowa American Water on Twitter and Facebook.

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