American Water Newsroom

Tennessee American Water Warns of Potential Utility Scam

Company Shares Consumer Tips After Receiving Customer Reports

Chattanooga, TN (May 7, 2024) – Tennessee American Water is making customers aware of a potential utility scam after receiving reports from some customers about a person or persons claiming to be a Tennessee American Water worker(s). The individual or individuals who may be impersonating Tennessee American Water field employees is asking for payment to perform work such as removing a backflow device or checking pressure on a pressure reducer valve. The company wants customers to know that field employees who are working at a home or business would not ask that a payment be made through them. In addition, the examples of services that customers have been offered by this/these individual(s) are not services that Tennessee American Water performs.

To protect consumers, we are providing the following consumer tips:

How to identify a legitimate Tennessee American Water employee at your home or place of business

- Legitimate Tennessee American Water utility workers will wear a uniform with the company logo.
- Legitimate utility workers will present a photo ID badge.
- Legitimate utility workers drive work vehicles that prominently display the company's name.

How to identify legitimate request for payment of a bill:

- Field employees who are working at a home or business would not ask that a payment be made through them.
- Instead, they would direct customers to the appropriate payment phone number or authorized in-person payment locations.
- Utility worker imposters may use tactics over the phone such as demanding immediate payment or payment via a pre-loaded credit card.
- Customers should also be aware that some scammers are able to change the number on caller ID to appear as a legitimate phone call.

Customers with any doubts of the legitimacy of a worker at their property or from a phone call should contact the appropriate utility as well as local law enforcement.

About Tennessee American Water

Tennessee American Water, a subsidiary of American Water (NYSE: AWK), is the largest regulated water utility in the state, providing high-quality and reliable water services to approximately 420,000 people in Tennessee and north Georgia.

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