American Water Newsroom

American Water Promotes Customer Safety on Utility Scam Awareness Day

Helpful Tips to Safeguard Against Utility Scammers In-Person and Online

CAMDEN, N.J. – NOVEMBER 19, 2025 – American Water (NYSE: AWK), the largest regulated water and wastewater utility company in the U.S., wants to keep customers and the general public safe on Utility Scam Awareness Day by providing valuable tips to help identify and avoid scammers from targeting unsuspecting utility customers.

“American Water values the safety of its customers, and as utility scams increase, we urge everyone to continue to exercise caution by verifying the identity of utility workers before allowing entry into homes or businesses,” said Doug Wagner, Vice President of Safety, Security and Facilities, American Water. “Our employees and contractors carry ID badges with their photo and company logo and drive clearly marked vehicles. They will also never collect money or credit card information while in the field.”

Utility company imposters often attempt to scam individuals in two main ways:

- they may pose as utility workers to gain access to someone's home; or
- they might urgently contact the person, either by phone or another method, demanding immediate payment to prevent disruption in services.

It's important to be cautious and verify the identity of anyone claiming to be a utility worker before letting them into homes or businesses or providing any personal information.

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, then contact the utility company directly to verify.
- Never give money. American Water employees and contractors never collect money or credit card information from customers in the field.

For more information, visit: https://amwater.com/corp/Customers-and-Communities/customer-scams-and-fraud

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 6,700 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, X and Instagram.

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