American Water Newsroom

Pennsylvania American Water Educates Customers on Utility Scam Awareness Day

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

MECHANICSBURG, Pa. (Nov. 19, 2025) – Pennsylvania American Water 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.

“Pennsylvania American Water cares about the safety of its customers. As utility scams continue to rise, it’s important that everyone exercises caution and takes steps to protect themself by confirming the identity of workers before granting access to homes or businesses or sharing personal information,” said Pennsylvania American Water Director of Health and Safety Kyle Durko. “When receiving incoming calls with requests for personal information that seem suspicious, customers may call back and verify the callback phone number with the one on our website. Our employees and contractors will never collect money or credit card information from customers in the field.”

Utility company imposters often attempt to scam individuals in two main ways: 1) they may pose as utility workers to gain access to someone's home; 2) they might urgently contact the person, either by phone or another method, demanding immediate payment to prevent disruption in services.

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

For more information, visit the Better Business Bureau’s Scam Tips page.

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.

About Pennsylvania American Water
Pennsylvania American Water, a subsidiary of American Water, is the largest regulated water utility in the state with 1,200 dedicated employees working to provide safe, clean, reliable and affordable water and wastewater services to approximately 2.4 million people.

Media Contacts

David Misner

Senior Manager, External Communications

Pennsylvania American Water

david.misner@amwater.com

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