American Water Newsroom

American Water Shares Tips on How to Protect Yourself from Utility Scams

CAMDEN, N.J., Nov. 18, 2026 /PRNewswire/ -- American Water (NYSE: AWK), the largest regulated water and wastewater utility in the U.S., wants to keep customers and the general public safe by sharing tips to help identify and avoid scammers who prey on unsuspecting utility customers.

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.

American Water employees and contractors carry ID badges with their photo and company logo and drive clearly marked vehicles. They never collect money or credit card information while in the field. Always 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 the utility company's customer service number to confirm legitimacy. If you're still unsure, hang up and call the utility company directly.
- **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.

By implementing these tips, you can stay one step ahead of scammers and safeguard your personal information from being compromised.

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 and celebrating 140 years in 2026, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to approximately 14 million people with regulated operations in 14 states and on 19 military installations. American Water's approximately 7,000 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.

SOURCE American Water

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