

TMWA Warns of Phone Scam Involving Missed Payments

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From Truckee Meadows Water Authority:

Phone scammers posing as Truckee Meadows Water Authority (TMWA) employees are targeting customers in the TMWA service area. The scammers are indicating that water service payments have not been made and the service is about to be disconnected for non-payment. TMWA became aware of the scam late Wednesday when an alarmed local restaurant called to question the legitimacy of a phone call they had just received. They had been threatened with water-service disconnection if they did not pay immediately.

“So far we’ve only been contacted by two customers but it seems likely those aren’t going to be the only ones,” said Andy Gebhardt, TMWA customer relations director. “It appears these are random calls within the TMWA service area, so we want everyone to know about it. The caller does not have any specific water account information, but simply a phone number and address. The toll-free number the scammers are providing for call-back is not a TMWA number.”

The only valid methods of paying your TMWA bill are listed at www.tmwa.com, and the only valid telephone number to pay over the phone is TMWA’s main customer service line at 775-834-8080.

If you receive an unsolicited call asking for a payment on your TMWA account, please take down the telephone number, refuse to make a payment and call local law enforcement or TMWA at 775-834-8080.

From Truckee Meadows Water Authority