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SCAM ALERT: Lower Valley Water District Sees a Rise In Scams

Scammers masking Lower Valley Water Districts' Customer Service Number

El Paso County, Texas — June 3, 2019 — Lower Valley Water District (LVWD) has started to see a number of scam calls over the last couple of days with a few reported. Scammers are masking calls to customers to make it appear as if it was originated by LVWD as well as resembling the customer service phone number. Each scam reported involved a person directing customers to make an outstanding payment.

Customers are advised not to call them back with the telephone number provided or give out any personal information as make any payment over the phone. Customers are encouraged to hang up immediately and call a LVWD Customer Service number to verify their account information. LVWD Customer Service will never initiate a call to a customer requesting personal information, demand payment via phone with prepaid debit cards, credit cards or checking account information or ask to return a call to a number that is not affiliated with LVWD.

LVWD also encourages customers to report any possible scams to their local authorities.

LVWD recommends the following tips to protect customers from potential scams:

- Be suspicious of any call asking for payment, especially if they require payment. LVWD has various payment methods through authorized payment options.
- LVWD will never direct customers to an exclusive location to handle payment with a prepaid debit card.
- If there are any questions regarding the authenticity of the caller claiming to represent LVWD, report the issue at (915) 791-4480.
- Do not offer any confidential information unless the customer initiated the contact with LVWD customer service at the above number.

If you have any doubt about the authenticity of a caller, hang up and call LVWD directly at the office telephone number, (915) 791-4480.

For a complete list of LVWD authorized payment options, please visit www.lvwd.org.



For more information, press only:

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