



News Release

FOR IMMEDIATE RELEASE:

August 9, 2017

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Riverside Public Utilities Warns Against Fraud Billing

Riverside, Calif. – Riverside Public Utilities (RPU) is urging its customers to be aware of possible consumer scammers with the intention of making unauthorized billing transactions. RPU and the City of Riverside would never ask its customers for personal information such as a social security number, birth certificate information, Federal Reserve Bank or other government entity routing number in order to make a payment. Any video, text, email, phone call, or website that describes how to pay bills using a Federal Reserve Bank routing number or to use an account at the Federal Reserve Bank is a scam.

RPU contacts its customers only through paper billing statements, online billing emails, late payment reminders, and green “48-hour notification” tags placed at the customer’s address. RPU does not call customers to demand payment. RPU personnel who work out in the community drive clearly marked RPU vehicles, wear city uniforms and display proper photo identification.

“Cyber security and protecting our customer’s personal identification remains a top priority for us. Customers should be aware of suspicious situations and remain vigilant,” says RPU General Manager Girish Balachandran.

Customers who have any questions about suspicious activities are encouraged to report possible fraudulent actions by dialing the City’s Call Center (from a landline) at 311, or (951) 826-5311. Customers can also file a report with the Riverside Police Department at (951) 354-2007.

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Since 1895, Riverside Public Utilities (RPU) has provided high quality, safe, and reliable electric and water services to the residents of Riverside, CA. RPU remains committed to increasing its use of renewable energy resources and promoting sustainable living practices, and is actively planning and implementing essential energy and water infrastructure improvements that will better serve this and future generations.

www.RiversidePublicUtilities.com

www.GreenRiverside.com

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