



Kerrville
Public
Utility
Board

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Press Release

KPUB Warns of Telephone Scam

May 16, 2018

Kerrville Public Utility Board (KPUB) officials have received reports of KPUB customers being contacted by someone asking for money to resolve a delinquent utility bill.

The calls occurred Wednesday, May 16, 2018, around 12:30 p.m. The caller told the customer their electricity would be disconnected within 30 minutes if the bill was not paid immediately. The caller also gives a toll free number for the customer to call and make the payment. The customers that received the call knew their accounts were not delinquent and did not disclose any personal information to the caller.

If a KPUB account is delinquent, the customer should normally be aware of the situation. KPUB will normally notify the customer three times before disconnection is scheduled: 1) a mailed regular bill giving about two weeks to pay, 2) a mailed delinquent notice giving ten days to pay before disconnection, and 3) a courtesy call the day before scheduled disconnection. The courtesy call is an automated, pre-recorded call that encourages the customer to contact KPUB. KPUB does not schedule disconnections or phone calls after normal business hours.

Customers should be very cautious about discussing account information or financial information over the telephone. As an additional safeguard, customers are encouraged to set up a password for their accounts. This can be done online at www.kpub.com or by calling the office and speaking with a Customer Service Representative.

If you receive a suspicious phone call, please contact the Kerrville Police Department if you live in the city limits or the Kerr County Sheriff's Department if you live in the county. You may also contact the KPUB Customer Service Department if you have any questions at 830-257-3050.

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About KPUB

The Kerrville Public Utility Board was acquired by the City of Kerrville in 1987. KPUB serves approximately 22,000 customers throughout 146 square mile service area including Kerrville, Center Point, Ingram, Hunt, and surrounding areas in Kerr County. KPUB is overseen by a five member Board of Trustees who serve without compensation and who are responsible to the City of Kerrville for the management and control of the system. KPUB is a responsive and efficient locally owned provider of reliable, high-quality utility service at the lowest responsible price.