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News Release

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For Immediate Release

Contact Bob Jennings, Marketing Director, for more information

Algona Municipal Utilities Alerting Businesses about Scam on Disconnection Notices

Algona Municipal Utilities is alerting the public about another phone scam. AMU has received reports that Algona businesses are receiving calls from someone claiming to be an AMU representative wanting payment for disconnection of services. Caller ID information makes it appear that these calls are coming from a toll-free 800 number. In some cases, the caller leaves a voice mail with a phone number asking the business to return the call. Businesses receiving these types of calls should not give the caller any information about the business, including identification, account numbers, or credit card or debit card numbers.

Algona Municipal Utilities does not outsource this type of work. If you receive a call that you suspect is a scam, hang-up and immediately call the Algona Police Department at 295-3515 and Algona Municipal Utilities at 295-3584.

Recently, Algona Municipal Utilities was a target of another scam where Algona residents received phone calls from someone claiming to be a representative of Algona Municipal Utilities and attempting to schedule installations or upgrades of AMU services on a weekend. The caller spoofed AMU's Caller ID information making it appear as if the number was coming from Algona Municipal Utilities.

Algona Municipal Utilities does not install or upgrade services on weekends. AMU requires customers to complete applications at the AMU office during regular business hours, Monday through Friday, before any installation takes place.

Again, if you receive a call that you suspect is a scam, hang-up the phone and immediately call the Algona Police Department 295-3515 and Algona Municipal Utilities at 295-3584. Do not give out any information to the caller. Do not promise or give money to the individual.

If a person shows up at your home or business claiming to be a representative of Algona Municipal Utilities, make sure that person properly identifies him or herself with a "City ID", wearing an AMU logo approved shirt, and is driving an AMU vehicle. If you doubt or suspect this person is not a representative of Algona Municipal Utilities, immediately call the Algona Police Department and Algona Municipal Utilities. Under no circumstance should you let this person into your home or business. Algona Municipal Utilities appreciates the cooperation of the community with these situations.

Algona Municipal Utilities
"Community Owned for Community Benefit"