



## HANNIBAL BOARD OF PUBLIC WORKS

### ELECTRIC, WATER AND WASTEWATER

3 INDUSTRIAL LOOP DRIVE  
PO BOX 1589  
HANNIBAL, MISSOURI 63401-1589  
573-221-8050  
[www.hannibalbpw.org](http://www.hannibalbpw.org)



### DON'T LET A UTILITY SCAM DAMPEN THE HOLIDAYS

The call or email may seem convincing. The caller sounds professional, or the email has a logo you recognize. They say if you don't pay your utility bills right away, your electricity or water will be shut off. They ask you to pay now, using a specific — maybe unusual — method.

**Be warned:** The call or email is a trick to steal your money. Utility companies, consumer protection agencies, and the Federal Trade Commission regularly receive complaints from consumers about utility bill scams.

*The Hannibal Board of Public Works does not make calls demanding immediate payment. Our policy states that disconnection of service may occur on the 31<sup>st</sup> day after the issue date of a utility bill if payment has not been made in full.*

*Disconnections will occur Monday through Thursday. No disconnections will be performed on Friday or the day before a holiday. Payments must be received and posted by the HBPW at its office at 3 Industrial Dr. by 4:00 PM prior to the disconnection date to avoid disconnection of service. Payments received at any other location will not be posted until the next business day.*

#### Here are a few signs you are dealing with a scammer:

- **You get a call or an email claiming your services will be cut off** unless you call a number or click on a link and give your account information. HBPW won't ask you to send your account information by email.
- **Someone calls demanding you wire the money or use a prepaid or reloadable debit or gift card to pay your bill.** Legitimate companies don't demand you use those methods to pay.
- **The caller tells you to call a phone number and give your credit, debit or prepaid card number.** If you do that, the scammer can access the money from your credit, debit or prepaid card, and you can't trace where your money went. Once it's gone, it's gone.

#### If you get a call, email, or personal visit from someone about your utility service:

- **Never give out your Social Security Number, credit card number or banking information** to anyone requesting it over the phone or at your home unless you initiated the contact or expected the call from the Hannibal Board of Public Works.
- **Never wire money to someone you don't know** — regardless of the situation. Once you wire money, you can't get it back.

- **Do not click links or call numbers that appear in unexpected emails or texts** — especially those asking for your account information. If you click on a link, your computer could become infected with malware, including viruses that can steal information and ruin your computer.
- **Never allow anyone into your home to check electrical wiring, gas pipes or appliances unless you scheduled an appointment or reported a utility problem. Always ask utility employees for proper identification. All HBPW employees are required to carry their Municipal ID with them at all times.**
- **Make sure you're dealing with Hannibal Board of Public Works before you pay any amount.** Confirm where and how to pay your bill. To determine the status of your account please contact our Business Office staff by calling (573) 221-8050 and press "0" for the next available Customer Service Representative.

**If you think a fake utility bill collector or any other scammer has contacted you, report the contact:**

- **Notify the Hannibal Board of Public Works** by calling (573) 221-8050
- **File a complaint with the Missouri Attorney General's Consumer Protection Division** (online at <https://www.consumer.ago.mo.gov/> or by phone at 1-800-392-8222.) Be ready to include in your complaint any notices received or caller ID numbers for the incoming call.

*Energy, safety and water resource-saving information used in this material is adapted from various published federal, state, public power and non-profit sources.*