



P R E S S R E L E A S E

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BPUB Warns Customers About Scam Calls

BROWNSVILLE, TX – The Brownsville Public Utilities Board (BPUB) warns customers of continued reports of scam calls. Scammers are spoofing BPUB numbers and threatening to disconnect customers and other residents to collect past due payments through third-party payment methods.

Over the last couple of weeks, BPUB's Call Center has received hundreds of reports from customers and other residents across the Rio Grande Valley about calls from spoofed BPUB phone numbers. Customers say the calls are spoofing BPUB's 956-983-6121 and 956-983-6300 phone numbers. When customers answer, an automated voice message in Spanish directs them to click "1" to speak to an agent. Customers are asked for personal information to confirm their identity when the agent answers. Customers who confirm their identity and proceed with the call are directed to send them money via Zelle or a dot. card.

Scammers can spoof or disguise caller identification (ID) to make the phone number on the caller ID appear to be from another phone number. Spoofing makes it easier for scammers to deceive customers and more difficult to verify the call.

Customers should be cautious whenever speaking with a live operator claiming to work for BPUB through an unsolicited call. BPUB will never seek payment via the telephone and will never ask for payment through Zelle, Cash App, PayPal, dot. card or any other prepaid card or mobile payment service. BPUB will also never request to confirm your personal information via telephone or threaten to disconnect.

Customers should follow these general tips to avoid scams:

- Refrain from providing Social Security numbers, credit card numbers or bank account information to anyone who requests it during an unsolicited call, text, email or in-home visit.
- Avoid being pressured by a caller over the telephone to make a payment other than to a BPUB cashier, on the BPUB website or at a registered pay station.
- Verify calls claiming to represent the local utility company. To verify BPUB collection calls, please call (956) 983-6121.

The Brownsville Public Utilities Board is a full-service, locally owned and operated utility providing electric, water and wastewater service. It has more than 580 dedicated and responsive employees that provide reliable utility service for the City of Brownsville

- Report the scammer. Document what the scammer said, including the caller's name, the date and time of the call, the caller ID number, the method and amount of payment requested, any call back phone number given to pay your bill, and other details that might aid in a possible criminal investigation.

Customers should report any unsolicited requests for payments, personal information, bank routing numbers, or property access to the Brownsville Police Department at (956) 548-7000 or by visiting the nearest community police station.

For more information on scam prevention, visit www.brownsville-pub.com or call Customer Service at 956-983-6100.

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