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## News Release

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### **AMU Warns of Scams by Phone and Internet**

Algona Municipal Utilities is alerting its customers of Phone and Internet Scams under the guise of AMU.

An AMU customer has reported that she was contacted by phone by someone claiming to be with an electric utility. According to the customer, the caller claimed that her electric services would be cut-off unless she made a payment over the phone using credit card information.

In a separate incident, an AMU Internet customer reported an illegitimate pop-up survey that used the AMU logo. The survey claims the customer is eligible to win \$75.00, plus the chance to win vapor Cigarettes, younger looking skin cream, and weight loss pills if they complete the survey. The customer closed the pop-up ad before answering the questions.

John Bilsten, AMU General Manager, said AMU provides written notices prior to disconnecting services. He said AMU would never call a customer demanding that the customer provide credit card information to make a payment for services.

There is little that AMU can do to stop the pop-up survey. Bilsten said the prizes offered show the survey is fake and strongly advises customers to close and not open the survey as it may contain a computer virus or is fishing for personal information. He said when AMU does a survey it will let the public know about it through its website, Facebook page, and local media. Bilsten warns that if the offer sounds too good to be true then it's not a legitimate offer.

Kendall Pals, Algona Assistant Police Chief, said while the police department has received repeated reports of scams, this is the first time involving AMU. He also warns people not to give personal information to callers requesting that information unless they know for sure who they are doing business with. Pals said unless you know the offer is absolutely true, assume it's a scam. Pals said to please call the Algona Police Department as they want to know about these incidents so they can educate the public about scams.

If you receive a call from someone claiming to be from AMU demanding personal financial information hang up the phone and call AMU at 295-3584 or the Algona Police Department at 295-3515.

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***“Community Owned for Community Benefit”***