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News Release

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Contact Bob Jennings, AMU Marketing Director, for more information.

Scammers Spoofing AMU Caller ID to Gain Information from Algona Residents/Businesses

Algona Municipal Utilities is alerting the public about a scam where Algona residents are receiving 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 is spoofing AMU's Caller ID information making it appear as if the number is 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.

If you receive a call that you suspect is a scam, immediately call the Algona Police Department 295-3515 and Algona Municipal Utilities at 295-3584. Do not give out any information about your identification, account numbers, or credit card or debit card numbers. 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 a vehicle with the AMU logo attached to it. If you doubt or suspect this person is not a representative of Algona Municipal Utilities, immediately call the Algona Police Department 295-3515 and Algona Municipal Utilities at 295-3584. Under no circumstance should you let this person into your home or business. Algona Municipal Utilities appreciates the cooperation of the community with this situation.

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Algona Municipal Utilities
"Community Owned for Community Benefit"