

PBC Water Utilities - Protection from Utility Scams

Press Release <PressRelease@pbcgov.org>

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Be Protected from Utility Scams

In recognition of National Cybersecurity Awareness Month, Palm Beach County Water Utilities Department (PBCWUD) is encouraging customers to take action to identify and avoid fraudulent schemes. With the national rise of email and phone scams, PBCWUD is reminding customers that messages threatening immediate disconnection unless funds are received are not an operational practice of the Water Utilities Department.

Scammers often use emails, phone calls, or even text messages to trick their targets into giving out their personal information. "Although we have not had any recent reports, it is always important to be aware of these tactics," said Assistant Department Director Stephanie Marsh-Corinthian. "If you receive a call or email and have any doubts, please contact our customer service team using the phone number on your bill."

Other ways residents can take steps to protect their information is by recognizing the warning signs and following a few simple tips:

- Never give your personal or banking information to an unsolicited caller.
- Do not respond to suspicious emails asking for personal information such as bank account numbers, user names, passwords, or Social Security numbers.
- Pay attention to web and email addresses. Malicious websites can look identical to trusted sites, but the URL or email address might use a different spelling.

PBCWUD provides many safe and secure payment options for customers that can be viewed online at pbcwater.com. For questions regarding a bill, please contact the customer service team at (561) 740-4600, option 2.

Get the most up-to-date information concerning the Palm Beach County Water Utilities Department by visiting pbcwater.com or following @PBCWUD on [Facebook](#), [Twitter](#), or [Instagram](#).

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Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.