



WATER & POWER
Serving Central California since 1887

People who are committing fraud against TID's customers are very good at "Phishing" for information from them such as; bill amounts, last payment, etc without the customer realizing it.

They tell the customer that they're past due and their power is being disconnected unless they pay immediately. If the customer says they paid their bill already, the caller will indicate the check was returned without a signature, wasn't enough, etc.

If the customer says they'll be coming down to the office, they may say we're sending someone directly to their home or business. The caller will then typically require the customer to go to a store and purchase an untraceable pre-paid money card and to call back with this card information within a short amount of time. In some instances they may ask for the customer's credit card information.

These fraud attempts are happening during normal hours as well as at night. TID only makes calls to customers in an attempt to collect past-due accounts Monday through Friday during normal business hours. We do not call at night or on weekends.

Tips TID is suggesting

- Always be skeptical of pushy people who demand payment or personal information (like your Social Security Number, credit card number or bank information), especially if they threaten to turn off your power. Electrical disconnections are a last resort for TID. Customers subject to disconnect are notified by mail of their delinquent status prior to their service being disconnected.
- TID offices are closed on Saturday and Sunday. TID does not solicit payments or disconnect power for non-payment on weekends, after business hours, or on holidays when TID offices are closed.
- If ever in doubt of who is on the phone or at your door claiming to represent TID, please call us at 883-8222 to confirm the person's identity and purpose.
- TID does not work with any third-party vendors for payment collection, nor does TID contract with any agency or service conducting door-to-door rebates or promotions. TID does work with Merced County Community Action Agency (the MCCA). MCCA representatives work to sign TID customers up for weatherization services. According to MCCA, their representatives wear blue t-shirts with the red Weatherization logo and will have ID Badges and business cards. They'll also be driving white trucks with the same red Weatherization logo. If in doubt, the customers can call the MCCA at (209) 723-4565.
- TID does not use e-mail, social media or text messaging to solicit payments.
- TID employees drive white vehicles with blue TID logos visible on the door panels. The vehicles will have State of California Exempt license plates. Service workers wear blue shirts with TID logos embroidered on the front and/or back. All TID employees also have company-issued identification badges.
- Visit <http://www.tid.org/customer-service/for-your-protection> for the latest information on ways to combat this type of fraudulent activity.
- TID encourages people to inform their loved ones and friends about these types of scams. Senior citizens and those who speak English as a second language have been commonly targeted, but anyone can become a victim.

What are some scams that are out there?

- Past due bill/disconnect power
- Presidential, State or Federal utility assistance
- Energy Assessments at your home
- Pay stations have not paid TID