

Avoid Phone Scams

MetCom has been alerted that some of our customers may have been the target of phone scams. Customers have been called and told their water would be turned off if payment is not received by a certain time. These phone scammers can make MetCom's name appear on a customer's caller ID.

MetCom does not call customers and threaten to turn the water off. If you receive such a call, call the MetCom office to verify current balance and account status.

Please be aware of the following:

- MetCom mails out reminder notices if an account is past due.
- A turn-off letter is mailed to the customer with the date by which payment must be made before an account is turned off.
- MetCom does not turn off customer's water at night, on the weekends or holidays due to non-payment.

To protect themselves from possible scams, customers should contact MetCom using the phone number printed on the monthly bill. Never give money or personal information over the phone unless you initiate the call.

MetCom has a variety of payment options available for customers: the ability to pay online, as either a one-time payment or a recurring payment at www.metcom.org; by check or money order via U.S. mail; and in person at our Camden office or Walmart. Learn more at www.metcom.org/billing.