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Phone scam advisory

JOHNSON CITY – Phone scammers are again working in the Johnson City Power Board service area, with the current focus on attempts to extort local businesses with high pressure tactics.

Utilities around the state receive regular complaints of phone scammers posing as bill collectors. As previously reported, phone scams typically run a week or two through multiple districts in a region before moving on, then returning a few months later.

In the current incident, two local business have reported receiving threatening phone calls from fraudsters using technology to spoof their true call location, while threatening service termination if payment is not made at the time of the call.

Scammers typically attempt to coerce customers into providing credit card or other payment information over the phone, threatening to cut off electricity if immediate payment is not tendered. If a customer ever questions the identity of someone claiming to represent the utility, the customer should request the individual's name, department, and phone number, then contact JCPB customer service at (423) 952-5272 for verification.

In addition, customers can easily check the status of their accounts 24 hours a day by calling JCPB at 423-952-5272 and selecting option 2 on the automated attendant, or online through our SmartHub web and mobile application, available on the front page of www.JCPB.com website.

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JCPB is a not-for-profit, public power provider and the 10th largest local power company in the Tennessee Valley Authority system serving more than 77,000 customers in Washington, Sullivan, Carter, and Greene counties in Northeast Tennessee.

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