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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 Jonesborough area restaurants with high pressure tactics and intimidation.

Utilities around the state report continuous concerns from commercial and residential customers receiving high pressure phone calls from scammers posing as utility bill collectors. In the current incident, five local business have reported receiving threatening phone calls from fraudsters using technology to conceal their true call location.

Scammers use scare tactics in 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 should ever have any question about the identity of a JCPB representative in any situation, request the caller's name, department, and phone number, hang up and then contact JCPB customer service at (423) 952-5272 to confirm the representative's identity.

In addition, customers also can quickly 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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