



****FOR IMMEDIATE RELEASE: 10/27/2017****

Phone scam advisory

JOHNSON CITY – Phone scammers are again working in the BrightRidge service area, with high pressure tactics and intimidation used in attempt to collect non-existent bills from businesses in the region.

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, several local businesses 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 BrightRidge representative in any situation, request the caller's name, department, and phone number, hang up and then contact customer service at (423) 952-5272.

In addition, customers also can quickly check the status of their accounts 24 hours a day by phoning (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.BrightRidge.com website.

###

BrightRidge is a not-for-profit, public power provider and the 10th largest local power company in the Tennessee Valley Authority system serving more than 78,000 customers in Washington, Sullivan, Carter, and Greene counties in Northeast Tennessee.

Media contact: Tim Whaley, Public & Government Affairs Director

(423) 952-5081 (desk)

(423) 817-0699 (mobile)

twhaley@jcpb.com