

VILLAGE OF ARCADE
ELECTRIC CUSTOMERS
UTILITY SCAMS

It has come to our attention that outside parties may be falsely representing themselves as Village of Arcade Electric employees, or acting on behalf of the Village of Arcade, and are fraudulently attempting to collect money from our customers.

You should be aware that Village employees WILL:

- collect overdue accounts ONLY on normal work days and between the hours of 7:00 am and 3:30 pm
- be wearing clothing with the Village logo and will be driving a white truck with the Village logo and phone number on it.
- provide their name and the phone number.
- know the amount owed
- provide you with a copy of the late notice that was sent to you
- ask to be paid ONLY in cash, check or offer to have you call the office to pay by credit card. Upon payment you will be provided with a receipt. Any other form of payment will not be accepted

Village employees WILL NOT:

- threaten to have you arrested
- ask you to tell them the amount owed
- ask for personal financial or other sensitive information like your bank account number, credit card or debit card number, or Social Security number
- ask to be paid with prepaid credit cards or gift cards
- collect debt over the phone. Legitimate phone calls will be ONLY from one third party collection agency- Outsource Receivables Management.

If there is any doubt, write down the name and phone number of anyone you suspect is not a Village employee then immediately call the Village Office or call the police. If this occurs after normal working hours, our answering service will contact the proper Village personnel but be advised the Village Office does NOT collect after normal working hours

The VILLAGE USES ONLY ONE THIRD PARTY for collection, Outsource Receivables Management. When they call they will:

- identify themselves by name
- say where they are calling from
- say they are calling in regards to a bill for the Village of Arcade that has been placed into collections
- know your account number, your last payment amount, the last payment date and the amount to be collected. You WILL NOT be asked to provide that information

The Village of Arcade Electric Department DOES NOT USE EMAIL OR TEXTS to contact customers