



COLUMBUS CITY UTILITIES

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812-372-8861
812-376-2427 FAX
www.columbusutilities.org

NOTICE

January 14, 2016

There have been two reports of customers being contacted the last couple of days by an individual identifying himself as an employee of the Columbus City Utilities and stating that the customer's water will be turned off if they do not pay him the amount due immediately.

This is a scam! Columbus City Utilities does not contact customers in person when trying to collect payment for their bill. Our field crews are not authorized to accept payments from customers. All payments must be made through our business office or online.

The department does provide an automated notification system that allows for over the phone payment, but this system announces the customer's account number and the exact amount that is past due. Customers should verify each before using the system. If there are any doubts, or concerns, customers should call the main extension at (812) 372-8861 and follow the prompts to verify the amount owed and make any required payments.