

Utilities Scam Alert

Unfortunately, scammers are trying to take advantage of the COVID-19 pandemic. There have been reports of people impersonating providers asking for payments in order to avoid disconnection. Please remember that many providers have agreed to continue services and avoid disconnects due to the stresses of COVID-19.

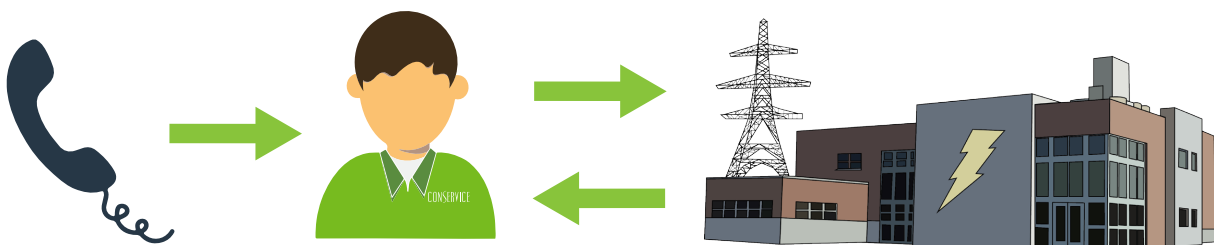
If you receive a call about your utility accounts, ask the following questions to determine if the request is legitimate:

- What is the account number that has a past due balance?
- What was the due date?
- What is the meter number/service location that will be disconnected?
- Will you send me a bill of the amounts owing?
- What is the phone number to call to make payment? We recommend that you never call the number provided, but retrieve a number to call from the utility provider's website. If the numbers are different, it's a good indicator that it's a scam.

Please notify the Essex Utilities Team so they can handle all of these issues:

Tina Sarkisyan tsarkisyan@essex.com (NorCal & PNW)

Ebony Washington ewashington@essex.com (SoCal)



Do not give out any account information (names, account numbers, credit card information, etc.) to a source approaching you about a past due balance.