



LIGHT & POWER DEPARTMENT
Carlos R. Fandino, Director of Light & Power

January 16, 2014

Attention Vernon Customer,

City of Vernon Light & Power Department is advising customers to be aware of a new telephone scam that demands immediate payment for allegedly past due utility bills. Impostors have been calling City of Vernon customers telling them they must make immediate payment on past due bills or have their utility service disconnected. The callers are also demanding that payments be made through a prepaid cash card. Other forms of fraud involve customers being asked to purchase prepaid debit cards. Scammers ask for the debit card number and collect the value deposited in the card.

Customers suspecting a fraudulent call should ask for the caller's name, department and business phone number. If the caller refuses to provide this information, customers should terminate the call and report the incident immediately to the City of Vernon Police Department or City of Vernon Light & Power Department at 323-583-8811 Ext.202.

The City of Vernon also reminds customers to ask for identification when a stranger comes to the door or calls claiming to be utility worker. City of Vernon utility workers will provide verification, including City identification ID and phone number, when asked. A City of Vernon employee will never ask for money in person. Never reveal your credit card, ATM or calling card numbers (or PIN numbers) to anyone.

Sincerely,

Customer Service
City of Vernon Light & Power Department