

Press Release

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MID warns customers of scammers

Modesto Irrigation District has received reports of scams where callers are contacting MID customers and claiming to be a MID representative. These callers state that the electric meter (or equipment) at the customer's residence needs to be replaced and that an immediate payment needs to be made to ensure that their service won't be cancelled. Some callers also attempt to schedule an appointment with the customer for someone to come out to the house and replace the meter.

There have also been cases where customers have received phone calls from people claiming they're from MID and trying to collect payment on an MID bill. The callers are asking for a credit card number from customers to avoid disconnection of electric service.

MID is concerned about these suspicious calls to our customers. Live representatives from MID don't make outgoing calls to our customers regarding disconnects. In addition, MID never requests credit card information over the phone. Protect yourself and never give personal information, bank account numbers, credit card numbers or social security numbers to strangers.

If you are unsure if you are speaking to an MID Customer Service representative, hang up and call MID at 526-7337 or toll-free at 1-888-335-1643.

It is important to note that MID does occasionally send employees to homes and business to replace or read meters. MID employees wear MID blue shirts and drive white vehicles with a blue MID logo on the side doors. All MID employees also have company issued photo identification badges.

Anyone who may have given credit card information to someone saying they were from MID or has someone show up to their home or business acting as an MID employee should immediately contact the Modesto Police Department at 552-2470.

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*** ABOUT MID ***

- **Irrigation water since 1904** – 3,100 agricultural customers irrigating close to 60,000 acres of almonds, walnuts, peaches, pasture, other crops.
- **Electric service since 1923** – More than 113,000 residential, commercial and agricultural accounts in Modesto, Empire, Salida, Waterford and Mountain House as well as parts of Escalon, Oakdale, Ripon and Riverbank, California.
- **Treated drinking water since 1994** – 40 million gallons per day (average) of reliable, safe drinking water delivered to City of Modesto for its retail customers, slightly more than half of the City's water supply.

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