



Municipal Information

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Waco Water Utility Services Warns Customers of Bill Payment Scam

Three recent incidents have been reported involving an unknown individual fraudulently claiming to be from the City of Waco Water Department and attempting to collect payments for water service.

All reported incidents have involved commercial water accounts. In each case, an unknown individual placed a phone call to the business, claimed to be a City of Waco employee and stated water service would be disconnected unless they made an immediate credit card payment over the phone.

The incidents have been reported to the Waco Police Department.

The City of Waco Water Utility Services Department does not initiate calls to customers demanding immediate payment and Water Utility staff will never accept a payment of any kind in the field.

If you are ever in doubt about any communication from Waco Water Utility Services, please call 299-CITY (2489) to verify the information.

If you feel you have been the victim of a similar water payment fraud, please notify the City of Waco Water Utility Services Department (299-2489) and report the fraud to the Waco Police Department (750-7500).

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