

ATTENTION: SCAM ALERT

The Douglas Police Department has received numerous calls regarding scams targeting the Douglas area. The scammers have target local businesses, and may target local citizens.

The scammer claims to be a representative from APS-Arizona Public Service Electric Company. They urge the person to make a payment immediately. They request a prepaid phone card to make the payment. Do not fall victim to this fraud. If you have any doubts call APS at 602-371-7171 or the Douglas Police Department at 520-417-7550.

The following is information obtained from the APS webpage
https://support.aps.com/app/answers/detail/a_id/175.

“Identify a scam

I just received an email or phone call from someone claiming to be from APS. How can I tell if it's a scam or not?

APS will never call and threaten to disconnect your service unless you make an immediate payment. In addition, our employees will never ask for your bank account information or require payment by an untraceable payment method, such as gift cards, Green Dot Money Pak, or other prepaid cards. Nor will our field personnel collect any money from you.

If you paid using a Green Dot MoneyPak pre-paid card, call the Law Enforcement Support Department at 1-888-427-4399 or go to <https://www.attheregister.com/moneypak/report-fraud> to place a 'stop' on the card number you provided. As long as the scammer hasn't already transferred the funds, you may be able to obtain a refund from MoneyPak within approximately 10 business days. If the money has already been transferred, no refund can be given.

In the event your account is delinquent, we're required to send a notice by mail; although we sometimes send additional automated messages by phone, email, text or door hanger that ask you to call us.

If you're ever unsure about whether a communication is actually from APS, call us at 602-371-7171.”

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