



Media Contact:

Amy Blanton

Energy Resources Communications Coordinator

(252) 972-1269

amy.blanton@rockymountnc.gov

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City warns customers to be cautious of scammers

Rocky Mount, N.C. – Although utility scammers work year-round, they tend to be more active in the peak winter and summer months when people rely on heat and air conditioning. With the onset of the summer cooling season, the city of Rocky Mount is urging customers to be cautious of scammers. Utility scammers may falsely identify themselves as city employees and threaten to disconnect services unless the customer makes a payment over the phone.

The city of Rocky Mount Business and Collections Services department uses an automated calling system to remind customers of payments that are past due. However, this automated call will not provide the payment amount and due date. City of Rocky Mount employees will never demand immediate payment over the phone or ask a customer to meet them for payment. The automated calling system number is 1-866-288-7608.

The city will also not instruct customers to wire funds. The only retail outlet authorized to accept city of Rocky Mount utility payments is Walmart. All other utility payments should be made directly to the city of Rocky Mount.

City of Rocky Mount employees will instruct the customer to call Customer Service at 252-972-1250 for possible assistance, or the toll-free number at 1-866-288-7608 if the customer wishes to make a payment over the phone using the automated system. Payments taken by phone with a customer service representative are at the customer's request only when they call 252-972-1250.

City of Rocky Mount customers who suspect they have received a call from a scammer are urged to hang up immediately and call a Customer Service representative at 252-972-1250 to verify whether the city is attempting to contact them. Customers are also urged not to share any personal information with the scammers or return any phone calls.

If customers wish to pay their utility bills electronically, they may use the city's online services at <https://ipn.paymentus.com/rotp/crm> to make the payment.

About Rocky Mount

The city of Rocky Mount, located in the Coastal Plains of North Carolina, was incorporated in 1867 and lies in Edgecombe and Nash Counties. Rocky Mount is a two-time All-America City on the Tar River. The city was recognized as one of 10 winners nationwide of the 2020-21 Robert Wood Johnson Foundation Culture of Health Prize. Serving as the Gateway to Eastern North Carolina, the city's 875 employees serve approximately 58,000 residents daily.

The city's mission is to advance community well-being, safety and quality of life by delivering excellent public services and actively collaborating with the community toward a fulfilling and inspired future for its citizens. As a publicly owned utility, the city of Rocky Mount is committed to safe, reliable service for its customers and operates in Nash and Edgecombe counties, providing customers with electricity, natural gas, water, wastewater (sewer), refuse, recycling and/or stormwater services. To learn more, visit www.rockymountnc.gov for news and updates.

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