



October 26, 2014

Beware of fraud!

CITY OF WINTER PARK

401 South Park Avenue

Winter Park, Florida

32789-4386

UTILITY BILLING

P 407.599.3220

F 407.599.3280

Recently, several customers have reported that they have been contacted by individuals or organizations claiming to represent the City of Winter Park. These fictitious representatives threaten to turn off utility services if funds are not submitted. Although our Utility Billing Customer Service representatives do occasionally contact customers, if asked, they can always provide information that only the customer and the city would know in order to validate the call is legitimate.

- Winter Park customers who have delinquent accounts receive multiple notifications from the city prior to utility services being disconnected. Customers never receive just a single notification one hour before disconnection.
- Winter Park never requires customers who have delinquent accounts to purchase a prepaid debit card to avoid utility services being disconnected. Customers can make payments online, by phone, automatic bank draft, mail or in person at Winter Park City Hall.
- To guard against fraud, never share personal information, including your birthday, social security number or bank account information.
- For questions regarding your utility account, please call Utility Billing Customer Service at 407-599-3220.

If you receive a suspicious phone call, or feel you are the victim of fraud, please hang up immediately and contact the Winter Park Police Department at 407-644-1313.