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PRESS RELEASE

City of Winter Park utility customers and residents: Beware of fraud!

WINTER PARK, FL, an internationally recognized, award winning city with multiple accredited agencies (April 13, 2021) Recently a Winter Park utility customer reported that they had 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 immediately submitted.

Winter Park utility customers who have delinquent accounts will, however, receive a phone call notification from the city no less than three days prior to their utility services being disconnected. Customers never receive just a single notification an hour before disconnection. Utility customers can make payments online, by phone, automatic bank draft, mail or in person at Winter Park City Hall. To validate a call that is suspected to be scam, please contact the Winter Park Customer Service team at [407-599-3220](tel:407-599-3220).

In addition, the city has also received calls regarding questionable tree and roofing service companies that are soliciting work from unsuspecting residents based on false information. To guard against fraud, never share personal information, including your birthday, social security number or bank account information over the phone without verifying the business and/or claim.

If you receive a suspicious phone call or visit, or feel you are the victim of fraud, please discontinue communication immediately and contact the Winter Park Police Department's non-emergency line at [407-644-1313](tel:407-644-1313).

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