



# City of Monterey Park News Release

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## Monterey Park Police Warn of Phone Fraudsters Posing as Water Department Employees

Monterey Park, Calif. - November 2, 2018 - The [Monterey Park Police Department](#) has recently investigated cases of theft by false pretense. This fraud has occurred when the victim received a telephone call from a male or female suspect posing as an employee of the [City of Monterey Park Water Department](#). The suspects have told the victim that they were in jeopardy of having their water shut off unless they called a toll-free number and establish a payment plan. If the call was made to the number provided, an official-sounding person requested payment using pre-paid cash cards to clear the account.

The City of Monterey Park does not make solicitation phone calls for utility payments. The City of Monterey Park does not accept pre-paid cash cards for utility payments.

Tips to prevent phone fraud:

- Never reveal personal information, credit card numbers, PIN numbers or account numbers to anyone.
- Never call back the number provided by an unknown caller.
- Always ask for the name, agency, department and business number.
- Never send payment to anyone using cash cards or pre-paid cards unless the caller's identity is verified. Most businesses do not accept payment to settle accounts using these methods.
- If you have questions, call the police non-emergency number in your area. Not all incidents are crimes, however the information is important.

If you suspect you may be a victim of this type of fraud and reside or own a business in the City of Monterey Park, please contact the [Monterey Park Police Department](#) at 626-573-1311. If you reside or own a business outside of the City of Monterey Park and suspect you have been a victim of this scheme please contact your local police department to report the crime.

### Media Contact

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