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## PHONE SCAM REMINDER

In past years, Hamilton Utility customers have reported being contacted by callers who claimed to represent Duke Energy and attempted to collect unpaid utility bills. Such calls are a telephone scam, attempting to unlawfully collect money and personal information. Similar telephone scams were reported locally in recent years.

Hamilton Utilities does not randomly call customers to demand payment. The City may make courtesy calls to remind customers of potential service disconnection, however, only after providing prior notice through billing statements and door hangers. Customer Service Representatives do not request personal information during courtesy calls.

Hamilton Utilities encourages customers to contact its Customer Service Division at 513.785.7100 or to stop at its office on the 1st floor of the Hamilton Municipal Building, 345 High Street, with any questions regarding their accounts. **If you suspect that someone is attempting to scam you, please contact Police Dispatch at 513.785.1300.**



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## Save on Winter Utility Bills

With local temperatures getting colder Hamilton Utilities recommends the following tips to help save electricity, natural gas and dollars during this heating season:

- **Turn your thermostat down.** Set thermostat to as cool as comfortable when you are at home and awake, and turn it down only a few degrees when you are asleep or away more than a few can cause higher heating bills as your furnace will run longer to “catch up”..
- **Use ceiling and room fans** to create air movement and distribute warm air throughout the room.
- **Open Blinds** during the day to let the sun in to help warm your house.
- **Do not block registers** and return air vents with drapes or furniture – this makes your furnace work harder.
- **Limit Use of Space Heaters** – space heaters are more expensive to operate and can drastically increase your electric usage.
- **Shut doors and vents of unoccupied rooms** to lighten the load of your heating unit.