



INDEPENDENCE

★ UTILITIES ★



Avoid Utility Scams

Scams are not uncommon and scammers often utilize a variety of platforms to try to obtain important personal information and in some cases payments. Scams can include threats to shut off power or water to your home, requiring payment for access to an account, or a variety of other tactics. Don't fall victim to these scams. Consider the following tips when it comes to your Independence Utilities:

- Avoid giving personal information to an unknown caller. Our Customer Service Representatives have access to details needed to service your account.

- Scammers often try to demand immediate payment by a debit card or credit card, **DO NOT** pay them over the phone

- The City of Independence will **NEVER** require payment in-person at your residence

- Avoid clicking on unknown links or emails from unknown sources

- If you believe you have been contacted by a scammer, please let us know as soon as possible and call our Utilities Customer Service at [\(816\) 325-SERV\(7378\)](tel:816-325-SERV(7378)).

While we do not have any widescale scams at this time, we are regularly contacted by customers that have received calls from numbers that represent themselves as the City of Independence but are not. Please continue reporting these concerns to us as it helps keep all our customers safe.



Electrical Fire Prevention

October is National Fire Prevention month and we want to take this opportunity to remind you of tips to prevent electrical fires. Damaged cords, wires, or cables can contribute to residential electrical fires. Oftentimes sparks occur due to a loose connection or damaged wires behind the wall. Consider the following:

- Examine all of your electrical cords regularly and replace cords that are cracked or damaged

- Avoid overusing extension cords or wall outlets

- Do not use extension cords for appliances. Plug them directly into the wall outlets

- Clean out the lint filter every time you use the dryer to prevent a dryer fire

- Never run a power cord under a rug or carpet

- Ensure you utilize the correct wattage for lighting

- Avoid plugging in a space heater or fan into a power strip or extension cord

- Need electrical updates? Be sure to utilize a qualified electrician for any electrical work needed

**UTILITY BILL
QUESTIONS?**

**CALL CUSTOMER
SERVICE**

(816) 325-SERV(7378)



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Protect Our Water

Do you have prescription drugs at home you no longer need? October 29th is National Prescription Drug Take Back Day. This is a great reminder to protect our water and properly dispose them at an official collection site. To find a location closest to you visit: [dea.gov/takebackday](https://www.dea.gov/takebackday).



Autumn leavings falling? Help keep stormwater flowing free

Autumn leaves are a beautiful representation of the changing seasons but also can be a notorious nuisance for local waterways and stormwater drains. Leaves oftentimes collect and block in storm drains and prevent stormwater from exiting the street.

Please consider these tips to help keep our stormwater drains flowing free:

- Avoid blowing or raking leaves into the street, it is illegal
- Consider mulch mowing your leaves or composting them after they fall to the ground
- Place mulched leaves around shrubs for the winter, providing a nutrient-rich blanket



Want more information on community events, programs, and local stories? Sign-up for the Independence CityScene Newsletter and you can get the latest in your inbox at the beginning of each month.

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Utilities bill question? Email Customer Service.

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