



# DON'T GET SCAMMED!

## RESIDENTIAL CUSTOMERS:

- BTU **does not** call residential customers demanding immediate payment.\*

## COMMERCIAL CUSTOMERS:

- BTU **does not** call commercial customers after hours or on the weekend.

## FOR BOTH RESIDENTIAL AND COMMERCIAL CUSTOMERS:

- BTU does provide several payment options, but none of these options demand the use of a pre-paid credit card.
- BTU does provide a written reminder letter and a termination notice by mail to customers facing disconnection with instructions of how to pay an outstanding balance.
- Customers should contact BTU by calling 979.821.5700 if they question the legitimacy of a call.
- Customers should report phone calls soliciting immediate payment to the Bryan Police Department.

\* BTU will never call customers and demand immediate payment. However, special circumstances may require a phone call from a BTU staff member to a customer to discuss payment options.

[www.btutilities.com](http://www.btutilities.com) | 979.821.5700 | Hours: M-F, 8 AM to 5 PM



@BryanTexasUtilities



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