

Utility Scam Alert

The Scam



The Milpitas Police Department would like to alert you to the “utility scam” that thieves have used to gain access into homes. Here’s how the scam usually works: a subject will come to your front door and identify him/herself as a utility employee for a company or service provider. They have used PG&E, cable service providers, water companies, fence repair and tree trimming services to identify themselves. The subject at the door will gain entry into the home by using a ruse to check a utility, the water pressure, trees in the backyard or other similar stories. When this person distracts the homeowner, the other person will enter the home to look for items to steal.

Prevention

- Do not rely on a uniform alone to identify an employee.
- Ask for ID if a utility worker states they are at your residence for a repair order. All utility companies issue their employees ID cards to wear and present while they are working.
- Ask to see a work order from the employee. Many companies create work orders for the job, listing a specific address. Call the utility company to verify the employee’s name and work order.
- **DO NOT** open your doors if you are not expecting any service at your residence. Most utility type work orders are done at the request of the homeowner. If you did not specifically request this work, be suspicious.
- Call the police immediately if you are unsure of the workers at your residence or if you see any suspicious persons in your neighborhood.



When in doubt, deny entry and call the police!

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