



**MONTANA-DAKOTA**

UTILITIES CO.

A Division of MDU Resources Group, Inc.

*In the Community to Serve®*

## Protect Yourself from Telephone Scams

Montana-Dakota is warning customers about a utility scam that has hit parts of our service territory. People and businesses have been receiving calls from someone representing themselves as a utility company representative and stating that if you do not pay your utility bill immediately over the phone your utility service will be disconnected.

Montana-Dakota does not operate in that manner and we advise customers to hang up and call us at **1-800-638-3278** if you receive such a call. Customers should not share information such as credit card or checking account numbers with individuals who contact them in this manner.

When Montana-Dakota credit representatives contact customers, the representative will always have the customer's account number. Montana-Dakota credit representatives primarily call to work with a customer on a payment arrangement.

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The Montana-Dakota credit representative will direct you to use the following for utility payments:

- An authorized Western Union® Convenience Pay® location, if there is one in your area. This service is free of charge.
- An authorized drop box location, if there is one in your area.
- Mailing a check to Montana-Dakota's post office box – PO Box 5600, Bismarck, ND 58506-5600.
- Online through Montana-Dakota's online account services, visit **www.montana-dakota.com** and log in to your account. This service is free of charge.
- Western Union® Speedpay® which is an independent service provider not affiliated with Montana-Dakota. Customers have the option of paying online or by phone. Western Union charges a \$3.95 convenience fee for use of this service. The phone number for Western Union is 1-866-263-5185 and the web address is <https://paynow7.speedpay.com/MontanaDakota/index.asp>.

For a full listing of Montana-Dakota's authorized Convenience Pay and drop box locations visit **www.montana-dakota.com/customer-service/payment-locations** or call customer service at **1-800-638-3278**.