

Protect yourself from scams

Scammers may pretend to be City employees to trick people into paying fake bills or sharing personal information.



Watch for warning signs

Be cautious if a request includes:



A sense of urgency or threatening language.



Requests for unusual payment methods such as cryptocurrency, gift cards or money transfers.



Invoices off the usual schedule or that you didn't expect.



Spelling mistakes, unusual formatting or suspicious links.

The City will not disconnect services without official notice.

If something feels suspicious, **call 311** before making a payment or sharing personal information.

Why these scams can look real

Some City information is public. Scammers may use real property addresses, permit applications or other details to make messages appear legitimate.

What to do

Pause

Take a moment before clicking links or sending payment.

Call 311

Find out if the request is from the City.

Verify

Check requests using official City channels.

Remember

The City will not request immediate payment to avoid service disconnection without proper official notice.



minneapolismn.gov/avoid-scams

City of Minneapolis
minneapolismn.gov

Minneapolis
City of Lakes



Call 311



Español 311 Soomaali 311
Hmoob 311