

SPOOFING ALERT:

**Be Cautious When
Providing Sensitive
Information by Phone!**

Spooing is when a caller deliberately falsifies the information transmitted to your caller ID display to disguise their identity.

They may appear to be calling from a local number – or from a company or a government agency that you already know and trust. If you answer, they may request valuable personal information, which can be used in fraudulent activity. Proceed with caution!

- ☹ Unless you recently registered for a City of Sunrise program or service, City staff will not call you to request payment information. Such calls are rare and should not be unexpected.
- ☹ If you're not certain a caller is in fact a City of Sunrise employee, hang up and call the City at 954-741-2580, and ask to be transferred to the relevant department.
- ☹ If you're concerned that you may have given private information to a phone scammer, report it to the Sunrise Police Department at 954-764-4357.

Stay Connected

In challenging times (and in good times), it's important to stay connected to reliable sources of information. We encourage you to use these communication tools to receive updates from the City of Sunrise:

The City uses the high speed **CodeRED** notification system to alert residents in the event of a boil water order, storm, or other emergency. The only way to be sure you're in our phone number database – especially if you've traded your land line for a cell phone – is to register. It's simple to do online, and takes only minutes. Visit sunrisefl.gov/codered to sign up online, or text AlertSunrise to 99411.

The **Sunrise Source** is the City's weekly email newsletter. Each Source features information about upcoming events and activities – as well as important news. Visit www.sunrisefl.gov/sunrisesource to opt in!

Just like you, Sunrise is active on **social media!** Follow us on Facebook, Twitter and Instagram @cityofsunrise.



APRIL IS SAFE DIGGING MONTH

Planning an Outdoor Project?
Call 811 Before You Dig!

SPOOFING: PHONE SCAM ALERT

STAY CONNECTED, SUNRISE

VISIT THE CITY OF SUNRISE ONLINE

www.sunrisefl.gov · www.facebook.com/cityofsunrise · www.twitter.com/cityofsunrise





APRIL IS SAFE DIGGING MONTH

**Planning an Outdoor Project?
Call 811 Before You Dig!**

Contacting **Sunshine 811** for a locate ticket is the only way to have underground utility lines located and marked. Best of all, the service is free!

April is Safe Digging Month – an annual observance that highlights the importance of locating utility lines before starting any digging project. The **City of Sunrise Gas Division** reminds residents and contractors to make a free call to 811 at least three business days before digging to know what's below.

Every six minutes an underground utility line is damaged because someone decided to dig without first calling 811.

When calling 811, homeowners and contractors are connected to Florida's Sunshine State One-Call center, which notifies the appropriate utility companies of the intent to dig. Professional locators are then sent to the requested digging site to mark the approximate locations of underground lines with flags, spray paint or both. This service is FREE.

What happens if I hit a utility line?

The cost of *not* calling can be steep: Striking a single line can cause injury, as well as cause the homeowner to incur repair costs, fines and inconvenient outages. **Every digging project, no matter how large or small, warrants a call to 811.** Installing a mailbox, building a deck, planting a tree and laying a patio are all examples of digging projects that require a call to 811 before starting.

Visit www.call811.com for more information about 811 and safe digging practices.

