

Heads up, South Portland: We've learned about a scam occurring in some communities where the scammers are recreating official-looking invoices and letters, and sending them to people who have active applications for building projects etc. They're using publicly available documents to target people with active projects. We are not aware of cases in South Portland, but encourage you to be vigilant.

Here's how to tell if an email or letter from the City requesting payment is legit:

- While the Planning department does sometimes email invoices/requests for payment to applicants, we never insist on payment by email or request wire transfer of funds.
- While we can take payment electronically and over the phone, you should always first make contact with Planning staff by calling 207-767-7603 to confirm that payment is due and that you're submitting the payment appropriately.
- City staff only email applicants from their official City email addresses. Make sure the "from" address is a City email address ending in @southportland.gov and not a spoof email address that appears to be official. (Learn how to [spot a fake](#).)
- Online payment portals that are available via the City website are secure and authorized. We will never direct you to make a payment through an online system that is not linked from our website.
- If you have any questions about a request for payment you received from the Planning department or another City department, use the staff directory, www.southportland.gov/directory.aspx, to contact staff.
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