



## Tips to avoid being ripped off by thieves posing as utility workers

We see all too many news stories about people being robbed and victimized by criminals posing as utility workers. These unsavory characters typically try to get inside the home under the guise of needing to access your water service so they can steal cash and valuables. They may also demand that you make a 'payment' to prevent shut-off of utility services.

**Don't be a victim.** Heritage Village Water has the following tips to prevent customers from getting ripped-off by people posing as utility workers.

1. If you are uncomfortable or suspicious about someone who claims to be from the water company, DO NOT allow them into your home.
2. Heritage Village Water Company employees will not ask for or accept any form of payment or issue any monetary credit at a customer's home.
3. We will accept payments over the phone if you call us, but we will not call and ask you to transfer money to a Green Dot or similar prepaid card.
4. Company employees will carry photo IDs and drive vehicles marked with the Company logo. Legitimate employees are happy to show their ID if you ask.
5. Visits to customers' homes by the water company are scheduled in advance except in an emergency.
6. Our employees do not enter customers' homes to collect past due bills; or sell utility products such as meters and do not deliver rebates or refunds. We do not solicit water testing services for customers.
7. If someone representing themselves as a water utility employee arrives without an appointment, or you are not certain if they are with the water company, do not allow them to enter your home – first call Heritage Village Water's 24 hour customer service at 203-264-8100 to verify their identity;
8. Report any suspicious activity to your local police.



Look for this logo on our vehicles and identification badges