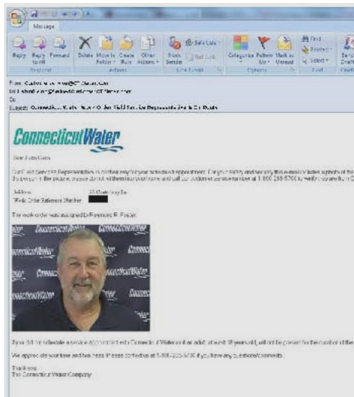


# Be Sure Before You Open the Door

The Heritage Village Water customer protection program uses automated features of our customer information system to generate an email to the customer with a photo of our service person when on route for a scheduled appointment. You can feel better knowing who to expect before our employee knocks on your door for the service appointment.

It may seem like a simple thing, but we are pleased to be able to provide our customers with more information to enhance their safety.

Please help us with this communication tool by providing us your email information.



# Your Safety Is Important To Us

- ✓ All Heritage Village Water employees carry photo ID's, drive vehicles marked with our logo and will happily show you their ID.
- ✓ If someone knocks on the door without an appointment be extra vigilant.
- ✓ You can call our customer service department at 203.264.8100 to verify they are a Heritage Village Water employee.

**If something doesn't feel right  
don't hesitate to call the police  
and report the incident.**



# Customer Protection Program

203.264.8100  
450 Heritage Road  
Southbury, CT 06488

[www.HeritageVillageWater.com](http://www.HeritageVillageWater.com)

All too often we hear of imposters posing as utility workers to gain access to residents' homes and steal from them. Heritage Village Water urges customers to be cautious and not allow anyone into your home who represents themselves as a utility worker without first verifying their identity as a company employee.

We are excited to launch our new customer protection feature that allows us to e-mail a photo of our employee to customers, who have provided their email address, before a scheduled appointment. This new feature will help customers protect themselves and their property.



## Be Sure Before You Open the Door



- If you are uncomfortable or suspicious about someone who claims to be from the water company, DO NOT allow them into your home.
- 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.
- 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.
- Visits to customers' homes by the water company are scheduled in advance except in an emergency.
- 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.
- 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.
- Report any suspicious activity to your local police.