

## Be Sure Before You Open The Door

### Avoid Being Ripped Off by Thieves Posing as Utility Workers

Connecticut Water urges you to be cautious and not allow anyone into your home that represents themselves as a utility worker without first verifying their identity as a company employee. All Connecticut Water employees carry photo ID's, drive vehicles marked with our logo, and will happily show you their ID.

Beyond that, our industry leading program, *Be Sure Before You Open the Door*, uses automated features of our customer information system to help protect our customers who have work scheduled at their property. An e-mail reminder is sent the day before an appointment and another email with a photo of our employee sent when the employee is on their way to a scheduled appointment. Customers see the employee's photo and can have confidence that the person at the door is from Connecticut Water.

If someone knocks on your door without an appointment be extra vigilant. You can call our customer service department at 1.800.286.5700 to verify it is one of our employees. If something doesn't feel right don't hesitate to call the police and report the incident.



**You no longer have to wonder if it is safe to open the door....**

**You will see the logo on the truck, a company ID, and know the name and the face of the Connecticut Water employee there to serve you.**

*In addition, we offer our customers the following tips to protect yourself from getting ripped-off.*

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. Connecticut Water 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 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 Connecticut Water's 24 hour customer service at 1.800.286.5700 to verify their identify;
8. Report any suspicious activity to your local police.