



Be Sure Before You Open The Door

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

Connecticut Water is excited to launch our new imposter protection feature that allows us to e-mail a photo of our employee to customers before a scheduled appointment. We believe this new feature will help customers protect themselves and their property.

In addition to this feature for customers who provide us with an email address, we offer all of our customers the following 8 tips to prevent 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 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 Connecticut Water's 24 hour customer service at 1-800-286-5700 to verify their identity.
8. Report any suspicious activity to your local police.



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.