



THE CITY OF SAN DIEGO

Water Department

FOR IMMEDIATE RELEASE
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City Water Department Warns Residents about Imposters and Potential Fraud

SAN DIEGO – The City of San Diego is warning residents to watch out for individuals posing as City Water Department employees. Typically, these imposters arrive without an appointment and try to gain entry into a home by saying they have been sent to check the home's water system or test water quality. The imposter's intent may be theft or fraud.

On Thursday, Nov. 1, a man claiming to be a City Water Department employee tried to gain access to the home of an Oak Park resident. The man reportedly had no City identification and was driving a yellow vehicle with no official City emblem. The resident did not allow the man access to her home and reported the incident to City officials who advised San Diego Police.

Similar situations such as this have occurred in other parts of San Diego County as well. On Nov. 4, the Fallbrook Public Utility District was notified by a customer about a man claiming to be a District employee asking to enter a house to do an inspection. In addition, the San Diego County Water Authority issued a warning in February 2007 after receiving reports of imposters approaching homes in the city of Santee claiming to be employees of the agency.

A legitimate City of San Diego employee will have proper identification, be willing to show it and provide a supervisor's phone number for verification. Citizens should check any phone number provided to ensure that it is legitimate. Any supposed City employee who refuses to wait while the phone number is contacted for verification should be considered a fraud and police should be notified promptly.

Report any suspicious personnel to the Police Department at their 24-hour non-emergency line at 619-531-2000 or Water Department's emergency hotline at 619-515-3525 as soon as possible.

For more information, visit the City of San Diego Water Department's web site at www.sandiego.gov/water.

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Tips to Protect You and Your Home from Water Utility Imposters

To help protect yourself and your home from water utility service imposters, please follow these recommended tips and information:

- Report any suspicious personnel to the Police Department at their 24-hour non-emergency line at (619) 531-2000 or Water Department's emergency hotline at (619) 515-3525 as soon as possible.
- Check for an employee badge and uniform.
- Check their vehicle. Water Department employees usually drive a vehicle or truck displaying the City of San Diego logo. Some City employees, such as meter readers, drive personal vehicles; however, proper badge and uniform should be worn at all times.
- The majority of water samples are taken from outside of the home, so entering the home is usually not necessary.
- Usually water agency staff are not responsible for fixing problems or testing inside private residences and almost never have reason to ask for entry.
- Typically the Water Department schedules an appointment to discuss water quality or take a water sample.
- Employees do not collect a past-due bill in person or engage in door-to-door sales while on the job. In addition, a water utility employee does not deliver rebates or refunds.
- Ask for their supervisor's name and phone number.
- Never let anyone in your home if you are uncomfortable.

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