

# Press Release

## Water company renews warning on bogus officials

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Sembcorp Bournemouth Water's John Miles  
with the extra large identification card used for people who have sight difficulties

Water chiefs have renewed their warning for people to be on their guard against bogus officials.

It follows the theft of a set of decals, or stick-on vinyls, from the side of a van owned by a contractor to Sembcorp Bournemouth Water (SBW).

The decals state the name of the contractor, Carillion, and the words 'Working with Sembcorp Bournemouth Water.'

They were stolen from the van in Brownsea Road, Poole, sometime between Sunday night and Monday morning.

Neighbourhood Watch co-ordinators across the area have now been put on alert.

SBW is also warning anyone with suspicions about a caller who claims to be from the water company to ring its customer service number direct on 01202 590059.

Roger Harrington, Managing Director, said: "This type of activity is despicable and we urge people to be on their guard and extremely vigilant.

"Our advice is clear: if someone calls saying they are from the 'water company' or 'water board', do not let them in without thoroughly checking their identification.

"Our staff wear uniform with our name and they will almost always have a vehicle that is clearly marked with our name, logo and contact details. If you are not sure of their identity do not let them in but send them away and if you are suspicious in any way contact the police."

SBW is advising customers to follow the Stop, Chain, Check routine:

- ◆ **Stop** - Are you expecting anybody? Do they have an appointment?
- ◆ **Chain** - Secure the door bar or chain before opening the door.
- ◆ **Check** - Ask for and double-check the caller's ID.

SBW has a set procedure when calling at homes. This allows customers to distinguish between genuine water company officials and bogus callers saying they are from the 'water board'.

The use of the term 'water board' is, in itself, a giveaway as no genuine SBW employee will use this term.

Staff will identify themselves showing their ID card and will not enter a property until the householder is entirely happy. Customers are encouraged to check the employee's identity, even suggesting they phone the company to be sure on its customer service number 01202 590059.

If for some reason a householder is not sure, or would like a neighbour to be present, the member of staff will wait for this to be arranged or come back at a later time. They also carry an extra large identification card for those who cannot see too well.

SBW also stresses that it is unlikely that a genuine employee will need to go upstairs unless a customer has specifically asked for assistance from the company.