



SPRINGFIELD WATER AND SEWER COMMISSION
P.O. BOX 995, SPRINGFIELD, MA 01101

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Contact: Jaimye Bartak, Communications Manager
Springfield Water and Sewer Commission
jaimye.bartak@waterandsewer.org
413-452-1302 (office), 413-835-1942 (cell)

Customer Safety Reminder

Customers Advised to Beware of Utility Imposters

The Springfield Water and Sewer Commission (Commission) has received recent reports of an individual attempting to gain entry into Springfield homes by informing residents that their water must be tested. Similar to reports from this time last year, a representative from Aqualite US is visiting Springfield homes unannounced, claiming to need to take water samples, or leaving cards on doors to set up an appointment.

Customers are advised again that this individual is NOT an employee of the Springfield Water and Sewer Commission, nor is the Commission affiliated with Aqualite US in any way. Aqualite US is a company based in Bedford, Massachusetts, that sells home water filters. **The Commission has not provided Aqualite US with any information in regards to water quality at individual homes.**

Customers are reminded to always be vigilant for any potential utility scam, and to remember that Commission employees almost never arrive unannounced at a home to perform work. Below are important reminders for customers to protect their family and property:

- In almost all cases, Commission work is performed by appointment. In rare circumstances, Commission employees may visit a property unannounced due to a water or sewer emergency.
- Do not allow anyone who claims to be a Commission employee into your home or on your property without first checking their official Springfield Water and Sewer Commission identification card. The backs of the cards include a number you may call to verify employment with the Commission.
- Commission employees drive blue or white vehicles with official blue license plates, and the Springfield Water and Sewer Commission seal is displayed on the vehicle.



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- You may contact 413-452-1309 to verify that an employee works at SWSC, and/or you may call Customer Service at 413-310-3501 to verify that the employee is scheduled to perform work at your property.
- Payments and other account transactions are only accepted by mail, on-line, or at designated payment locations. Commission employees never ask for payments or money transfers while at a customer's home.
- If you suspect that an individual is unlawfully posing as a Commission employee, do not allow them access to your property and contact your police department.

The Commission has more information about utility scams on its website:
<http://waterandsewer.org/education-and-community/protect-utility-scams/>

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