



AMERICAN WATER



ID, Please! A safety reminder for our customers!

We want you to feel secure when an American Water service person visits your home or place of business. That's why all of our service personnel wear uniforms and have identification badges with the American logo printed on them. It's important that our customers know this, because there are individuals who will sometimes pose as utility workers to gain access to people's homes. They may say they need to do repair work or check the meter to enter the house. Protect yourself against these imposters by following the four simple measures listed on the bottom of this insert

Tips to Guard Against Imposters

Should a person come to your door and claim to be from the water company, American Water recommends customers take the following steps to guard against imposters:

- 1) Ask for proper identification. Do not open the door to anyone who cannot provide an ID card. Have the person hold the ID card up to the window.
- 2) Thoroughly inspect the identification card. The front of an American Water ID card will display the person's picture and the company's logo.
- 3) Check the service person's vehicle. All American Water vehicles have the Company's logo clearly displayed on the side.
- 4) If there is still a question about the person's identity, the customer should contact American Water at (732)297-3739 to confirm if the service person has been scheduled to work in your area.

These 4 simple steps will go a long way to enhance your family's safety!