

knock knock! who's there? be stranger aware!

- **BEFORE YOU LET ANYONE INTO YOUR HOME THINK!**
- Bogus callers are people who claim to be employed by companies like water companies or 'the water board', but who are only interested in stealing from your property. **More than 50% of bogus callers pose as water company employees.**
- Avoid keeping large amounts of money in your home.
- If a bogus caller attempts to, or manages to, get into your home, inform the police immediately.
- Beware of anyone claiming to be from 'the water board' as the 'water board' no longer exists!
- **Are you expecting anyone?** It is rare for water company employees to need to get into your home without arranging it with you first.
- **Examine** the caller's identity card.
- **MAKE SURE YOUR NEXT CALLER IS GENUINE** – if the caller says they are from Dwr Cymru Welsh Water, ring us on 0800 281 141 to check their identity. A genuine caller **WILL NOT** mind waiting.
- **Make sure** your front and back doors are locked at all times.
- **Look for logos** on vehicles and clothing.
- **Use your door chain** while checking the caller's identity. Speak to them through a locked door – accept their identity card through your letterbox.
- **Password protection** - register a password with your relevant water company. Anyone from Dwr Cymru Welsh Water needing to gain access to your property will know this word and use it on request.
- **IF IN DOUBT – KEEP THEM OUT!**