

# IN DOUBT? – KEEP THEM OUT!

**Dŵr Cymru Welsh Water is committed to providing an excellent standard of service for its customers. Customer care is one of our main priorities and any assistance we can give our customers to ensure that they are protected from bogus officials is, of utmost importance to us.**

In recent years we have been working in partnership with the four Welsh Police forces and Crimestoppers Wales in order to prevent distraction burglaries and we are continually looking to improve the services we provide, especially to the vulnerable, disabled, older people and customers with learning difficulties.

Our commitment comes in the form of initiatives which we have already put in place which work effectively for the benefit of our customers and some practical guidance and advice which we hope our customers will heed and follow.

### Beating the bogus caller

The main thing to remember is that all our staff carry identification cards or verification of their identity, so make sure you always ask for identification. If anyone calls at your door without identification and cannot produce any on request it is likely that they do not work for Welsh Water - so don't let them in.

If the caller is able to produce an ID card and you want to verify their identification you can ring our Bogus Caller Hotline on **0800 281 141**.

If you have registered for our password scheme, make sure that you ask for your password.

Our company representatives will know your password, so if your callers cannot quote your password do not let them in.

If you have not registered for our password scheme and would like to, ring us on **0800 052 0138** and ask for our 'Additional Services' booklet which you can complete with your details and return freepost to us.

### Making your home secure

- » Fit and use a door chain
- » Always keep windows and doors securely locked
- » Keep any valuables out of view
- » Be especially careful of late callers.

### When a stranger calls

- » Use a spyhole or look through your window to check who's there
- » If you don't know them - use your door chain
- » Ask for identification
- » If you are unsure, ask more questions. Ring us on **0800 281 141** or contact the police
- » Don't let them in if you have any doubt
- » If you have registered for our password scheme - ask for your password.

### REMEMBER

If you are suspicious of anyone trying to get into your home, please inform the local police station immediately.

**A description of the person and details of any vehicle would be very helpful. You can also ring Crimestoppers Cymru/Wales if you see anyone acting suspiciously on 0800 555 111.**

### Type of excuses made by bogus callers to gain entry

- » Posing as representatives of Welsh Water to check for leaks and to check your water pressure for example
- » Wanting to buy antiques
- » Posing as salesmen selling insurance, carpets, cleaning equipment and windows etc
- » Looking for lost animals
- » Searching for directions
- » Car has broken down and they need to call for help.

### Be aware

- » Make sure you do everything you can to protect yourself and be aware that there are many unscrupulous characters about
- » Spyholes and door chains can be bought easily and cheaply from DIY stores and hardware shops. If you need help speak to a neighbour, friend or relative
- » If you need more advice or information, contact your nearest police station.