

Here's what you should know about promotional materials and door-to-door solicitations

Our customers tell us they frequently receive sales pitches and promotional materials for water-related products and services.

- The Milwaukee Water Works does not endorse or promote products or services unless directed to do so by the Mayor and Common Council.
- In these rare cases, we will send you clear and direct notification about the product or service.
- We do not offer or conduct in-home water tests or inspections unless the property owner requests such a service.
- We cannot judge whether or not a company is reputable, so we recommend you contact the company or the Better Business Bureau to learn about the firm before purchasing any service.
- Various companies advertise and offer optional insurance water and or/sewer service line insurance. The City of Milwaukee does not require or endorse this type of product. The service lines connect the water main in the street or the sewer to the property. A section of the service line belongs to the property owner. Repair and maintenance are the responsibility of the property owner, not the utility or the City of Milwaukee. The insurance programs are optional -- you are not obligated to purchase the insurance.
- Customers have received mailings and phone calls from the **Service Line Warranty of America Corp.** The City of Milwaukee Common Council and Mayor previously approved a mailing but discontinued the agreement. The company is not permitted to use the City of Milwaukee logo or include wording that states the City of Milwaukee endorsed their product.
- **HomeServe USA Repair Management Corp.** frequently mails letters to property owners asking for credit/debit card information and a response within 30 days. These advertising materials may trick customers into thinking the company is affiliated with local government and lead them to buy services they don't need. HomeServe recently sent letters to AARP members.

2/8/18