



Department of Public Works
Milwaukee Water Works

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Public Warned about Utility Imposters

Milwaukee area residents should be mindful of persons who try to gain access to their homes by posing as utility employees.

An incident was reported January 14 to the Milwaukee Police Department in which two men posing as Milwaukee Water Works employees entered a home with the resident's consent but then burglarized it.

Protect yourself and your family from scam artists who pose as utility employees:

- Do not open your door to someone you do not recognize. Do not allow anyone to enter your home if you are not sure of any person's identity.
- Ask to see photo identification (I.D.) through a window. Milwaukee Water Works and other utility employees and contractors carry photo identification. Legitimate employees will be happy to show you their I.D. if you ask, or call the utility to verify identification.
- Call the Milwaukee Water Works Customer Service Center, (414) 286-2830, if you are unsure about a person's identification or to verify work to be done at your home. Call the police if you believe the person is an imposter.
- Do not allow anyone to enter your home claiming to collect a past-due bill, inspect plumbing fixtures, or to sell utility products such as a meter or other equipment. Milwaukee Water Works employees do not engage in door-to-door sales, do not collect a past-due bill in person, and do not deliver rebates or refunds.
- The Milwaukee Water Works does not solicit water testing from customers.
- Advise your elderly loved ones, friends, and children about what to do if strangers approach their home and ask to come in.
- Milwaukee Water Works employees on duty drive marked City of Milwaukee vehicles.

If a property owner calls the Milwaukee Water Works Customer Service Center and asks for an investigation into high water use or other water service-related issue, the Milwaukee Water Works may send an employee to a residence or business. The utility also may send an employee to investigate high water use or a possible meter issue, or to replace a meter, without a customer-initiated service request. Again, these employees will readily show identification. You may contact the utility to confirm we are cold-calling in your service area.



About the Milwaukee Water Works

The Milwaukee Water Works is a national leader in providing high-quality drinking water and monitoring water quality.

The City of Milwaukee-owned utility provides water to over 860,000 people in 16 communities in Milwaukee, Ozaukee, and Waukesha Counties: Milwaukee, Brown Deer, Butler, Franklin, Greendale, Greenfield, Hales Corners, Shorewood, St. Francis, Wauwatosa, West Allis, and West Milwaukee. Water is provided to the Milwaukee County Grounds facilities and portions of Menomonee Falls, Mequon, New Berlin, and Thiensville.

Milwaukee Water Works Customer Service Center, *Open Monday-Friday, 7:30 a.m. to 5 p.m.*,
Zeidler Municipal Building, 841 N. Broadway, Room 409, Milwaukee, Wisconsin 53202

Phone (414) 286-2830

TDD (414) 286-8801

Fax (414) 286-5452

24-Hour Water Control Center (414) 286-3710

Email for non-emergency contact: watwebcs@milwaukee.gov www.milwaukee.gov/water

Frank P. Zeidler Municipal Building, 841 N. Broadway, Suite 409, Milwaukee, Wisconsin 53202

Phone (414) 286-2801 ♦ Fax (414) 286-2672 ♦ www.milwaukee.gov/water
American Water Works Association, Association of Metropolitan Water Agencies,
Water Research Foundation

