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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 workers. Utility imposters may carry "official" looking credentials and often work in pairs.

The latest scam involved persons who claimed to be investigating floodwater in homes. The Milwaukee Water Works received three calls this week from customers who reported a person claiming to be a utility employee at their door, asking to be let in to check for flood water and damage. None of the residents allowed the persons to enter but instead called the water utility to report the incidents. The Milwaukee Water Works then notified the Milwaukee Police Department.

Protect yourself and your family from scam artists who pose as utility employees by following these tips:

- 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 his or her identity.
- Ask to see photo identification (I.D.) through a window. Milwaukee Water Works and other utility employees and contractors carry photo I.D. Legitimate employees will be happy to show you their I.D. if you ask, or call the utility office to verify their identification.
- Call the Milwaukee Water Works (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.
- Advise your elderly loved ones, friends, and children about what to do if strangers approach their home and ask to come in.

On June 16, a resident reported a man appeared at a home near 68th and Capitol, identified himself as a Milwaukee Water Works employee, and asked to be allowed inside to check for flood damage. Two other residents reported similar incidents June 17. A woman tried to gain entry at a home in the 3100 block of South 9th Street and a man approached a home in the 2600 block of South 13th St. In all cases, the residents refused to allow the man or woman inside, and called the Milwaukee Water Works to report the incidents.

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