

District Advises Customers to **BEWARE** of Water Utility Imposters

Our District recently received a report that water utility service imposters, with the apparent intent of theft, are trying to gain entry into homes by claiming they have been sent to perform water testing.

Please be advised that the Walnut Valley Water District does **NOT** enter residences or businesses to turn off water, conduct water quality tests, check pipes or water pressure, or any other business without a scheduled appointment made by our customers. All of our field employees responding to a service request will have a clearly marked uniform, vehicle, and identification card.

Listed below are some tips and visuals to help you protect yourself and your home from an imposter:

✓ Do not open the door to strangers, but do look through a peep hole or window when someone knocks.

✓ Ask to see identification and, when in doubt, call the company the worker claims to represent. If the person claims to be with the Walnut Valley Water District, ask for the supervisor's name and contact us at (909) 595-1268 to verify the employee's identity.



✓ If the person leaves without explanation, pay attention to the individual's appearance and any vehicle descriptions, then immediately contact local authorities.



水區提醒客戶 當心 冒充自來水公司的騙子

我們水區最近接獲報告，有騙子冒充自來水公司人員，聲稱他們被派來進行水質檢測，試圖進入屋內，意圖盜竊。

請注意，核桃谷水區人員絕不會擅自進入任何住宅或公司去關閉水源，進行水質測試，檢查水管或水的壓力，或任何其他業務，除非客戶與我們有預約時間。我們所有在外的員工從事服務請求時，都有一個明顯標誌的制服，車輛，和身份證明。

下面所列的一些指南和外觀來幫助並保護您自己和您的家免於受騙:

✓ 請勿開門迎入陌生人，當有人敲門時，可以先從窺視孔或窗口來確定來人身份。

✓ 當有疑問時，可要求察看身份證明，致電該公司有關工人所聲稱的代表。如果此人聲稱是核桃谷水區人員，請問他的主管名字並立即和我們聯繫 (909) 595-1268，以確定該僱員的身份。



District Logos



✓ 如果此人離開沒有任何解釋，請注意此人的外表和車輛的種類，然後立即聯繫當地主管機關。

