



Beware of Bogus Callers

Knock knock, who's there?
Be stranger aware

south east water

Introduction

It is very important to make sure that people who call at your home are genuine as sometimes people turn up unannounced with the intention of tricking their way into your home. They are known as 'distraction burglars' or 'bogus callers' and their aim is to get into people's homes, distract them and steal their money or valuables.

These distraction crimes are rare but unfortunately this technique is still used by criminals who target elderly or vulnerable people.

People often let callers into their homes without knowing who they have let in or why. This makes it easier for bogus callers to commit their crimes.

We want you to be safe in your home so never let anyone enter unless you are sure they are who they say they are.



What we are doing in the battle against the bogus callers

Identity Cards

All South East Water employees who need to enter your home have an identity card. All identity cards carry standard information including a photograph of the member of staff and our Company logo. Our employees are trained to show their identity cards to you without being asked.

Uniforms

Our employees wear a very distinctive uniform which should make it easier for you to identify them as South East Water employees. We do have contractors working for us but we make sure that they can be clearly identified as working for South East Water.

Vehicles

All company vehicles used for visiting our customers carry the company colours and logos. Any contractors' vehicles also identify that they are working on our behalf.

Appointments

We reduce the number of unexpected visits by making appointments in advance but emergency situations mean that planned appointments are not always possible.



Water Testing

In line with Water Supply (Water Quality) Regulations 2000, we carry out tests on water collected at random from kitchen taps in our customers' homes.

As these tests are random we are unable to make an appointment before visiting. However, we ensure that all staff who carry out these tests wear a company uniform and show an identity card without being asked. If a sample fails we may need to make repeat visits to make sure the water quality reaches the required standard. Again, our representative will be in company uniform and will show an identity card on each visit.



Passwords

To register for password protection call
0333 000 0002

Anyone from South East Water who needs access into your home will then know your password.



Full details of this scheme are available in our Customer Code of Practice leaflet **Service Plus: Our services for customers with additional needs**, copies of which are available free of charge on request. If you would like to receive a copy, please contact us (see back page for details).

Confirming the identity of a caller

It is important to confirm the identity of the caller if you are not expecting visitors.

If you are uncertain about anyone claiming to be from South East Water you can call our **bogus caller telephone line 0800 519 2222** to double check. If you telephone to confirm whether a caller is genuine, you will get a swift and accurate reply.

Be stranger **AWARE**

Attach your door chain and use the eyehole before answering your door.

Water company staff always carry identity cards. Ask the caller for proof of identity. Check it carefully but keep the chain on.

Always look at the caller's clothing. All our staff who have regular contact with customers wear a distinctive uniform. Look for a company vehicle with South East Water's name on it.

Remember, if in doubt **keep them out** and contact either South East Water or the Police.

Employees from South East Water will always be happy to wait if you want to check their credentials.

How to Contact Us

Our Customer Service Centre is open:

Monday to Friday from 8am to 7pm

Saturday from 8am to 1pm

We are closed on Sundays and Bank Holidays

Email

www.southeastwater.co.uk/contact

Web

www.southeastwater.co.uk

Call

Bogus caller telephone line

0800 519 2222

Password protection number

0333 000 0002

Account enquiries

0333 000 0001

Water supply and general enquiries

0333 000 0002

Payment helpline

0333 000 0005

Minicom / text phone

0333 000 0004

Out of hours emergencies

0333 00 00 365

Write

Customer Services

South East Water

Snodland

Kent

ME6 5AH

south east water

South East Water Limited, Registered in England No. 2679874
Registered Office: Snodland, Kent, ME6 5AH

