



**Scottish
Water**

Trusted to serve Scotland



Preventing bogus callers

If we knock on your door, check our photo ID and follow our 3 C's rule

At Scottish Water, we are always working so the water cycle never stops. We are committed to helping to reduce doorstep crime carried out by bogus callers, and we are doing everything possible to minimise the risk of anyone impersonating our employees or someone who is carrying out work on our behalf.

Genuine Callers

Anyone calling on behalf of Scottish Water, whether it is a Scottish Water employee or a contractor working on our behalf in your area, will always carry an identification (ID) card which has a photograph of them on it.

This may be either a Scottish Water ID card, or they may have an ID card for the contractor who is working on our behalf in your area. They will usually drive vehicles clearly marked with our logo.

Scottish Water employees, or any contractor working on our behalf, will never ask for, or accept, any money from you at your home.

3 C's

We recommend that before you answer the door to anyone claiming to be from Scottish Water, that you follow our '3 C's' rule: **Card, Check, Call**.

Card

You should always ask callers to pass their ID card or letter through the letterbox so that you can check their identity.



Check

Check the ID card carefully:

- Is the photo on the ID card the same as the person at the door?
- Has the card been tampered with in any way?

If you are not confident that they are a genuine caller, then send them away!



Call

If you are in any doubt about the caller's identity, before you open the door please call our Customer Helpline on **0800 0778778*** and we can help you confirm the caller is genuine – a genuine caller will always be happy to wait while you confirm their identity.

* We record all calls for quality and training purposes.

Don't be fooled by bogus callers! If you are in any doubt, do not open your door and allow the caller access.

For more information and advice www.scottishwater.co.uk/boguscaller

