



**SPRINGFIELD WATER AND SEWER COMMISSION
P.O. BOX 995, SPRINGFIELD, MA 01101**

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NOTICE: Customer Safety Reminder

In early February, the Springfield Water and Sewer Commission (Commission) notified the public via the media that it had received reports of an individual claiming to be a Commission employee attempting to gain entry into homes. The Commission has received updated information it wishes to share with our customers in Springfield and Ludlow:

- A representative from Aqualite US is visiting Springfield homes unannounced, claiming to need to take water samples for lead or arsenic testing, or leaving cards on doors to set up an appointment.
- This representative announces herself as “Maria Rodriguez” and speaks only in Spanish.
- Reports from customers indicate that Ms. Rodriguez states that the “water department” has notified her that water at the home needs testing.

Customers are advised again that this individual is NOT an employee of the Springfield Water and Sewer Commission, nor is the Commission affiliated with Aqualite US in any way. Aqualite US is a company based in Bedford, Massachusetts, that sells home water filters. The Commission has not provided Aqualite US with any information in regards to the water quality at individual homes. The Commission’s drinking water meets or exceeds all federal and state drinking water quality requirements and is safe to drink.

The Commission has also received a recent report of criminals claiming to be from the “water department” to check a water meter in an effort to burglarize a house. Customers are reminded to always be vigilant about any potential utility scams, and to remember that Commission employees will never arrive unannounced at a home for maintenance work or to collect water samples.

Below are important reminders for customers to protect their family and property:

- In most cases, Commission work is performed by appointment. Employees may visit a property unannounced at times; however, most of those contacts are due to a water or sewer emergency.



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- Do not allow anyone who claims to be a Commission employee into your home without first checking their official Springfield Water and Sewer Commission identification card. The backs of the cards include a number you may call to verify employment with the Commission.
- Commission employees drive blue or white vehicles with official blue license plates, and the Springfield Water and Sewer Commission seal is displayed on the vehicle.
- You may contact 413-452-1320 to verify that an employee works at SWSC, and/or you may call Customer Service at 413-310-3501 to verify that the employee is scheduled to perform work at your property.
- Payments and other account transactions are only accepted by mail, on-line, or at designated payment locations. Commission employees never ask for cash payments, money transfers, or refunds while at a customer's home.
- If you suspect that an individual is unlawfully posing as a Commission employee, do not allow them access to your property and contact your police department.

END



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