



Attention: News Editor

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For Immediate Release

CUSTOMERS BEWARE

NWC warns customers to be on the look-out for con artists

The National Water Commission (NWC) is again advising its customers to be on the look-out for unscrupulous persons who may pose either as NWC employees or bill collectors acting on behalf of the NWC or offering to prevent them from being disconnected by the Commission for arrears, all in an attempt to defraud them.

NWC has received unconfirmed reports of con artists and robbers operating in this way in Kingston and therefore urges customers to be extremely cautious in dealing with anyone requesting access to inside their homes or demanding money for anything relating to an NWC service. This includes persons claiming to be installing water saving devices such as shower heads or aerators as a courtesy on behalf of NWC.

Customers are also reminded that absolutely no employee or anyone else is authorized to collect **cash** on behalf of the NWC on the streets or at customers' premises for any reason - disconnection, reconnection, regularization of account, bill payment, or even water trucking. The NWC only collects cash payments against customer accounts at the cashier counters at its Commercial Offices or through the offices of established, authorized payment agencies.

Customers are also assured that all NWC employees and contractors are duly issued with photographic identification cards and are required to produce that valid NWC identification at the customer's request. Any failure to do so should not be entertained. Furthermore, NWC representatives do not usually need to go inside customers' homes, only into their yards for meter reading.

The public is urged to report any suspicious approach by anyone claiming represent the NWC to the nearest police station, 119, or the NWC's Security Department at 929-5430-5 or 920-1503.