

## IMPERSONATION OF ECUA EMPLOYEES

The ECUA occasionally receives reports of a person or persons claiming to be ECUA employees in order to gain access to customers' homes and "inspect plumbing". These incidents can result in unlawful trespassing and theft.

Here's what you need to know to protect yourself and / or your property in the event that you are in this situation:

- If you feel threatened in any way, or feel you are in danger, please call 9-1-1 immediately.
- ECUA employees rarely enter customers' homes, and if need be, will only enter upon a request from the customer. Usually, this is because ECUA is responding to a call initiated by the customer to our Customer Service Department.
- Most ECUA employees wear uniforms bearing the ECUA logo, and all ECUA employees have identification badges, which they will gladly present to you.
- Many ECUA employees drive vehicles that bear the utility's logo.
- ECUA employees are NOT authorized to collect payments at any time. Do not pay any persons claiming to be employees of the ECUA, saying that they have performed work on your property and need payment for this "service".
- Do not hesitate to call the ECUA Customer Service line at 476-0480 to verify any claims made by persons asking for access into your home. Please close the door and let them wait outside while you do this. If it is after-hours, please call 476-5110.