

Beware of bogus callers

If unsure, **don't** open the door



Bogus Callers

Beware of bogus callers who may knock on your door pretending they are from your water, gas, electricity or telephone company.

They may also say they are from your local council or social services. A bogus caller is normally reluctant to show an identity card, they may say they do not have one, or have left it at home. Never let anyone into your home without a valid identity card.

Bogus callers will often work in pairs – one will lure you away from your front door, while the other steals from your home. Do not feel under any kind of pressure to let anyone in – if you are unsure don't open the door. Any genuine caller will be happy to wait outside whilst you telephone the company to confirm who they are.

To deter Bogus Callers, join our Password Scheme using the request form attached.

Genuine Callers

A genuine caller will always be happy to confirm who they are and the company they represent. There are a number of ways in which you can identify a genuine caller:

- they will always carry an identity card and will automatically show it to you. Look at it carefully and make sure you are happy with it.
- they will quote your personal password to you if you have one set up.
- often they will wear a uniform with the company's sign or logo.
- often they will have a car or van nearby which may show the company logo.
- they will be happy to wait outside whilst you telephone the company to confirm who they are – never let them wait inside.

To confirm a Genuine Caller, join our Password Scheme.

If unsure don't open the door

Always follow these simple steps to protect yourself and your property from harm and theft:

- if you have a spyhole and/or a door chain, use them (if you don't have them, think about getting them fitted).
- if you have a secret password set up with the company, insist the caller uses it. Do not prompt or remind the caller of your password.
- make sure you look carefully at the caller's identity card and check the following:
 - is the photo on the card the same as the person at the door?
 - is the card valid and not out of date?
 - has the card been tampered with in any way?
 - is the company sign or logo the right one?

If they do not have an identity card, send them away.

If you are still unsure, call the company to check who the caller is, but remember to:

- keep the door shut and leave the caller outside – even if it is raining!
- contact the company on their customer services telephone number. Do not use any number on an identity card. If the caller is bogus, their phone number may be bogus too!

If the caller says “I am from your local water company or water board”, telephone us on 0800 316 9800, Minicom 0800 316 9898.

- If the company hasn't heard of the caller, you may have a bogus caller at your door.
- Dial 999 and ask for the Police and wait inside until the Police arrive.

Join our Password Scheme for peace of mind.

Join Our Password Scheme

Thames Water has a simple, but effective, Password Scheme where you can register a personal password, which will be used whenever one of our representatives visits you. All our genuine callers will know about your password and will use it when requesting access to your home.

If you would like to register for this service, please choose a password (which you will remember) of no more than 8 characters (letters or numbers). Then, complete the request form attached with this leaflet and send it to us in the pre-paid envelope supplied.

Write your chosen password in the boxes below and keep it in a safe place for your own reference:

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Never leave your password lying around where it can be easily seen. Do not prompt or remind callers of your password when they call at your door.

For peace of mind
and added security

join our Password Scheme
today.

Either telephone us on
0800 980 8800
(Minicom users 0800 316 6899)

or

complete the attached
request form and return it in the
envelope provided.

Password scheme request form

I would like to join the password scheme

I would like my password to be:

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(up to 8 characters only)

Please keep a separate copy of your password and put it
somewhere safe, so you remember it.

For customers requiring additional assistance, we offer other extra
care services, for example large print or braille. If you would like
more information about these please tick here.

Bill/Account No (found on the right side of your bill):

Name:

Address:

Postcode:

Tel. No:

Signed:

Getting in touch with us

Online [thameswater.co.uk](https://www.thameswater.co.uk)

We offer a range of online services:

Make a payment, tell us you're moving, find water-saving tips, request a meter, and more.

By telephone

Billing

0800 980 8800

Minicom service if you are deaf or hard of hearing: 0800 316 6899

We have a wide range of self-service options available 24 hours a day, including:

- Pay your bill with a debit or credit card and hear your balance
- Set up a Direct Debit or payment plan
- Provide a meter reading or request a meter

For queries relating to the payment of your bill, change of address, meter readings and other billing queries, you can speak with our Customer Service Team.

Monday to Friday 8am to 8pm

Saturday 8am to 6pm

Water and wastewater services

0800 316 9800

Minicom service if you are deaf or hard of hearing: 0845 7200 898

- For water and wastewater enquiries
- For emergencies
- Other non-billing enquiries

To contact us from abroad +44 1793 366011

By post

Thames Water, PO Box 286, Swindon, SN38 2RA

This leaflet can be sent to you in braille, large print or audio format upon request.

