

Bogus callers

All of our employees who may need to visit your home carry identification which they will show you before asking to be allowed into your home.

The identification card you will be shown carries the employee's photograph, name, job title, Albion Water's logo, and a unique serial number. The employee will also carry a large print card giving their name and the **0800 917 5819** telephone number.

If you have any doubts concerning the person visiting you, do not let them into your home before you have clarified that they work for us, by telephoning **0800 917 5819**.

NB: Employees of our partner companies may not be carrying an Albion Water identity card but they should carry their own company's identity card and a statement confirming that they are representing us (on our headed paper).

Where we make an appointment to visit you, we can operate a password system. When we make the appointment on the telephone you will be asked whether you want to give us a password for our visiting employee to use so that you know the person who calls works for us. If you would like to set up a password, please call customer services on **03300 242020**.

If you have reason to doubt that a person does not work for us, **DO NOT LET THEM INTO YOUR HOME**. No Albion employee will mind if you ask them to wait outside while you telephone our customer services team or emergency number (both of which can be found on your bill) to verify the caller is who they claim to be.

REMEMBER if you are in any doubt, DO NOT OPEN THE DOOR