RIVERSIDE, CA – Western Municipal Water District (Western) is urging customers to beware of calls, emails or visits from scammers claiming to be from or representing Western. Western employees always wear either their uniform with their name and Western logo or can produce an employee badge for verification. If you are unsure if a call or email you are receiving is from Western, call us at 951.571.7104 or email billing@wmwd.com.

“Western staff will always provide proper identification upon request when visiting a home or business,” said General Manager Craig Miller. “Contractors affiliated with Western identify themselves as such and refrain from vague language association like ‘the district’ or ‘the water company.’”

Private companies not affiliated with Western often solicit business or leave door hangers and mailers that are vague in nature, asking for customer information or claiming to solve a water quality issue. Western conducts more than 4,500 water quality tests each year to ensure tap water delivered to our customers meets and exceeds all state and federal water quality regulations. For more information on Western’s water quality, visit wmwd.com/WaterQuality.

Calls demanding immediate payment or claiming that your water will be shut off are NOT methods used by Western to communicate with customers to collect past due payments. If an account is past due, Western will provide notification through the following methods:

- Auto Call – Customers will receive an automated call generated by Western’s customer service team requesting a call back to pay any past due balances.
- Bill Notice – Customers will receive a past due notice accompanied by their bill and past due amount.
- Direct Mail – Customers will be provided seven-day notice via FedEx of the intent to interrupt service.

“Customers are encouraged to remain vigilant and report anything suspicious,” Miller said.

Members of our service teams will wear a uniform and will arrive in trucks that have a Western logo. Under no circumstances will service team members need to enter your home. If a member of Western staff cannot show you an identification badge, or if you have a concern about that person’s identification, please contact Western’s customer service team at 951.571.7104 or email billing@wmwd.com.

For more information about Western, visit wmwd.com.

###

*Western Municipal Water District is one of the largest public agencies in Riverside County providing water and wastewater (sewer) services to nearly a million people, both retail and wholesale customers who live, work and play within 527-square miles in one of California’s most populous regions. Learn more: wmwd.com.*