

Are they genuine?

Password protection scheme



Bogus callers

Don't let them in!

Bogus callers are people who trick their way into people's homes looking to steal valuables and cash. They are normally well organised and work in teams and are very convincing, often using excuses based on panic to gain entry to your home.

Beware of certain phrases!

“Your water may be contaminated!
You need to run your taps.”

“Your neighbour is having a flood and we need to turn the water off.”

“We need to come in and check that your water is still working OK.”

They often claim they are from the ‘water board’ and may wear uniforms and fake ID badges. They can be very convincing so be careful who you let into your home.

None of our genuine representatives would ask to enter your property with these excuses and you are not obliged to let them into your home.

You can protect yourself by registering a password of your choice and the scheme is free. It's easy to register and your password will be safe and only known to Severn Trent Water.

It's easy to register so please contact us and ask to join the password scheme.

How to register

1. Call **08457 500 500** and ask to register for a password.
2. You can also register online at [**www.stwater.co.uk/access**](http://www.stwater.co.uk/access)
3. Email
customer.relations@severntrent.co.uk

One of our Access team will call you back to get your individual password over the phone. We do this for extra security.

And remember:

Don't accept any excuses; all genuine employees will know how to get your password.

Always check the caller's identity, IDs can be easily copied!

To check a caller's identity you can contact us on **0845 604 1655**, or if you have a textphone you can contact us on **0800 328 1155**.

**Knock knock - who's there?
Be stranger aware!**

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This publication is available
in alternative formats, including
large print and Braille.

For further information please:
call 08457 500 500
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