

FRAUD ALERT!

As reported by: KYW Newsradio

by Hadas Kuznits

Aqua Warns of Water Company Imposters

Aqua Pennsylvania is warning water customers that there is no need to let employees into their homes, as police are investigating reports of an Aqua imposter.

Terry Maenza with Aqua Pennsylvania says his company received three complaints from Delaware County residents of a fake Aqua employee who claimed he needed to get inside their homes:

"An individual approached customers' homes and gained access in two of those cases by making up a story about...I believe in one case low water pressure, and in another case about a loss of water."

Maenza says Aqua employees have IDs and marked Aqua vehicles -- and they never need to get inside your home:

"We read meters using radio frequency technology, which means we read their water meters remotely from the curb, so we have no need to access their property and certainly not enter their home...The only time an Aqua employee would come to a customer's door unannounced would be if there was an unscheduled outage such as a main break -- but again, we would not need to get inside the property. It would merely be notification."

(Kuznits:) "So you never need to let an Aqua employee into your home -- ever?"

"The only case is if it was a pre-arranged service call to exchange a meter -- something along those lines, not something that Aqua initiated, but actually something that the customer initiated."

There's no word as to whether a robbery occurred in the two homes entered by the imposter.

Maenza says if it happens to you, the person should leave if you tell them you want to check with Aqua or call the police.

For more information or to report a scam- contact any one of the Task Force members:

BUCKS COUNTY CRIMES AGAINST OLDER ADULTS TASK FORCE-
FIGHTING ABUSE, NEGLECT, AND EXPLOITATION OF OLDER ADULTS IN BUCKS COUNTY

Bucks County District Attorney's Office
215-348-6344
Bucks County Consumer Protection
215-348-6060
Bucks County Register of Wills
215-348-6265

Bucks County Area Agency on Aging
215-348-0510
Network of Victim Assistance
1-800-675-6900
Bucks County Coroner
215-348-3852