

# Public Works Department/Utility Division Warns of Scams

## **Avoid "Free" home water tests**

**Fraudulent sellers that advertise "free home water testing" may only be interested in selling you their water treatment device, whether you need it, or not. In performing the test, the salesperson may add tablets or droplets of chemicals to your tap water, explaining that the water will change color or that particles will form if the water is contaminated. When the water changes color before your eyes, the salesperson may warn you that the water is polluted and may cause cancer. In almost all of these cases, any water (even spring water) would "fail" the company's test.**

**These companies' unscrupulous salespeople prey upon concerned consumers by using scare tactics and fraudulent practices to sell their water treatment devices. They convince the home owner basically that they have unsafe drinking water, to create panic to the home owner and convince them that if they don't buy their systems to protect their health that they will get sick from drinking the water from the city and they won't put it in writing. The information their asking from the people are -- their name, address and telephone numbers, what time is the best time to call, do they own their home, what the household income is, if someone is employed or retired, what source of water do they have. The BBB has received a pattern of complaints alleging issues with sales practices of these businesses. Customers that have filed complaints alleging that these business use sales tactics claiming that the customers' water is bad, and encouraging them to purchase the business' water treatment system.**

**The Public Works/Utility Department issues a word of caution to anyone who receives any notification claiming there are problems with the city's water not to make an unnecessary purchase of a whole house filter system, but to call the Public Works Department/Utility Division first. 386-986-2360**