

Media Release



Thursday, 20 August 2009

Western Water urges customers to shut door on “water purity” sellers

Western Water is warning customers to demand full identification, including contact details and an official photograph of door-to-door callers trying to sell water quality testing or “purification” equipment and appliances.

Managing Director John Wilkinson said several Sunbury water customers had called Western Water in recent weeks about people going door-to-door around their neighbourhoods either trying to lure people with free offers or trying to scare people with false claims about the quality of drinking water supplies.

“These unscrupulous people are spreading fear and false information about drinking water, which always hits a fundamental nerve as water is such an essential resource to all life,” Mr Wilkinson said.

“I urge people not to be persuaded by these dodgy claims. Western Water drinking supplies meet Australian drinking water standards. These are among the highest in the world – they have to be, it’s our most precious resource,” he stressed.

“And that’s what makes it so appalling when people try to make personal gain by playing on the basic fears of others.”

He warned of reported salespeople knocking on homeowners’ doors in the evening and asking for personal details, including telephone numbers.

Mr Wilkinson said it would be very unusual for Western Water representatives to visit people in the evenings, except in an emergency.

“Our staff always have identification with them and customers should not hesitate in asking to see it, regardless of the time of day,” Mr Wilkinson said.

“If customers are experiencing water quality problems or wish further information on local water quality, I urge them to contact one of Western Water’s customer service advisors directly on 1300 650 422.”

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About Western Water

Western Water is one of Victoria’s 13 regional urban water corporations. We provide water, recycled water and sewerage services to over 53,000 properties and 134,810 people in an area of 3,000 square kilometres. Our region extends from Lancefield in the north to Melton and Rockbank in the south and from Myrning in the west to Bulla in the east. We incorporate parts of Hume City Council and Melton, Moorabool and Macedon Ranges Shire Councils.

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