

Media Release



Friday, 2 October, 2009

Residents heed alert as water hoax moves into Macedon Ranges

Western Water Managing Director John Wilkinson today warned of hoax telephone calls from people purporting to survey people about their water supplies after reports from Macedon Ranges residents this week.

This follows a similar warning after a spate of door-to-door salespeople were reported trying to lure people with free offers or trying to scare people with false claims about the quality of drinking water supplies in Melton and Sunbury in August.

Mr Wilkinson said when one Western Water customer asked for return contact details, they were given an interstate telephone number that was then not answered.

"This was obviously not the contact of a reputable company and our customer had the good sense to check through with us," he said.

"But this practice is appalling and aimed at promoting fear.

"The Australian water industry is a world-leader in delivering top-class town water supplies and Western Water drinking supplies meet all Australian drinking water standards."

Mr Wilkinson also 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 carry identification with them and customers should not hesitate in asking to see it, regardless of the time of day," Mr Wilkinson said.

He urged customers to report unusual contacts from people claiming to represent the water industry by contacting a Western Water customer service operator directly on 1300 650 422.

<End>

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.

Media contacts

Helen Grimaux | Media Advisor | 0419 356 361 | helen.grimaux@westernwater.com.au

Brigid Wenn | Manager Communications | 03 9218 5521 | 0419 314 700 | brigid.wenn@westernwater.com.au