

# Media Release



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## Western Water warns on water filter scam

Western Water is warning Macedon Ranges residents to beware of phone scammers trying to force them to pay for a water filter they have “won”.

Western Water says the calls do not come from the water authority and people should be careful not to hand over any money.

“The scam starts with someone calling to do a ‘survey’ about water quality, asking questions such as ‘are you happy with your water?’,” Western Water’s managing director, John Wilkinson, says.

“The caller then tells people they will go in a draw to win a water filtration unit. Later, they call back to say you have won the unit, but must pay for it.”

Mr Wilkinson says the water supplied to Western Water customers is already filtered and treated to meet stringent Health Department standards.

“We are 100 per cent compliant with these conditions and people can rest assured their water is safe and healthy to drink.”

Mr Wilkinson said scams such as this were not uncommon, and sometimes involved dodgy salespeople going door-to-door.

“Often scammers will tell people there may be a problem with their water quality, preying on people’s fears to create a market for their product,” he says.

He says it is rare for Western Water staff to turn up at a customer’s door, however this may happen if there is an emergency or work is being done on nearby pipes.

“If this does occur, our staff will always have identification,” he says.

“Any customers who have questions about water quality, or any other issue to do with their water supply, should contact our customer service centre on 1 300 650 422.”

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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.

### Media contacts

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