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## When Someone Claiming to be from Aquarion Water Co. Knocks on Your Door

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QUARIC



AQUARION

To prevent becoming the victim of a crime when a person claiming to be from the water company comes calling ([as happened on Thursday](#)), Aquarion Water Co. has some advice for customers.

*Here's what a news release ([PDF here](#)) issued by the utility on May 29 said:*

Aquarion Water Company is reminding customers to take precautions before allowing anyone into their home or business for maintenance, especially when no appointment has been scheduled.

Aquarion advises that residents refuse entrance into their home without first seeing photo identification.

“Aquarion Water Company employees follow strict protocols when entering customers’ homes and businesses, which include showing the customer an Aquarion photo ID,” said Charles V. Firlotte, Aquarion President and CEO. “We also encourage any customer who is unsure or has concerns to call our Customer Service Department.”

Aquarion Water Company employees and contractors are required to carry company-issued photo identification at all times and to present such identification upon request when entering a customer’s home.

If a worker cannot produce identification, customers should not allow entrance into their home or business and should immediately contact the police. Anyone who has further questions or would like additional information about how to identify an Aquarion employee may contact Aquarion Customer Service at 203-445-7310.

Customers outside the Greater Bridgeport area can call 1-800-732-9678.

About Aquarion Water Company:

Aquarion Water Company is the public water supply company for more than 625,000 people in 51 cities and towns throughout Connecticut, as well as serving customers in Massachusetts and New Hampshire. It is the largest investor-owned water utility in New England and among the seven largest in the U.S.

Based in Bridgeport, Conn., it has been in the public water supply business since 1857. Across its operations, Aquarion strives to act as a responsible steward of the environment and to assist the communities it serves in promoting sustainable practices. For more information on Aquarion Water Company and its subsidiaries, please visit [www.aquarionwater.com](http://www.aquarionwater.com) or [www.facebook.com/aquarionwater](https://www.facebook.com/aquarionwater).

*Editor's note: Darien police [also have advice](#) for anyone who finds a stranger at the door asking to come inside.*