

BEAT THE BOGUS CALLER

Check them out before you let them in.



**BRISTOL
WATER**
An AGBAR Company

DOORSTEP CODE

It is very important that you make sure that people who call at your home are genuine as sometimes, people turn up unannounced with the intention of tricking their way into your home. They are known as 'distraction burglars' or 'bogus callers' and their aim is to get into peoples homes, distract them and steal their money or valuables.



For this reason it is essential that you take a few precautions to help protect yourself. This leaflet is designed to give you a few guidelines on what to do. We hope it will put your mind at rest.

**Before letting anyone into your home,
we recommend you follow the Doorstep Code:**

1 STOP
Are you expecting anybody?
Do they have an appointment?
Check that your back door is locked and take the key out.

2 CHAIN
Secure the door bar or chain before opening the door. Remember to use your door-chain at all times when answering the door to callers.

3 CHECK
Ask for and double-check the caller's identity card even if they have a pre-arranged appointment (all genuine callers will carry one). If you are still not happy with the identity of the caller, phone the company they claim to represent or call the Police.

If you are in any doubt, **don't** let them in, especially if they came unannounced, tell them to call back later when someone can be with you or ask them to contact you by letter to arrange a more convenient time.

PASSWORD SCHEME

Water, gas and electricity companies have password schemes for older and vulnerable customers. Customers register a confidential password with the company and when their representative calls they will be expected to tell the customer the password to prove they are genuine.

To register a confidential password with Bristol Water, please telephone customer services on **0845 600 3 600** (Monday to Friday, 8am – 6pm) (Minicom 0845 605 6585).



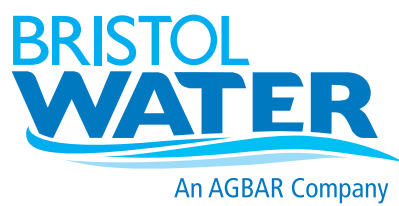
REPORTING BOGUS CALLERS

Bogus callers sometimes work in pairs or even teams and they are often well organised. One will distract the person while the other searches the house for money or other valuables. If you think a bogus caller has called at your door report it to the police immediately – dial 999 and tell them what has happened. Try to give the police a description of the person. The earlier the police know that bogus callers are working in the area, the quicker they can investigate.

If you have any information which will help to catch the conmen, then please contact the independent charity Crimestoppers anonymously on **0800 555 111** or via **www.crimestoppers-uk.org** They will never ask for your name or trace your call.

Bristol Water offers a £4,000 cash reward to the first person who gives information which leads to the arrest and conviction of anybody committing a crime while posing as a Bristol Water representative. This cash reward can be paid via Crimestoppers in such a way as to protect the recipient's identity.





www.bristolwater.co.uk

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