



South Yorkshire  
**POLICE**  
JUSTICE with COURAGE



YorkshireWater

## IMPORTANT POLICE MESSAGE

In recent months there have been a number of bogus caller crimes in this area. Bogus caller crime involves cold callers tricking their way into homes by claiming to represent a company.

In each of the recent cases the caller has stated that they represent Yorkshire Water, in order to gain access into the house. Once inside, the offender has distracted the householder and stolen cash or valuables from their home.

If someone calls at your door claiming to work for Yorkshire Water, or any other company, please follow this advice:

**STOP** – think if you're expecting anyone.

**CHAIN** – put the chain on the door before opening it.

**CHECK** – ask for identification. If in doubt, don't let the caller in.

Please remember...

- It's extremely rare for Yorkshire Water staff to visit customers' homes without an appointment, even if they're working close by. If they're working in your area you need to be extra vigilant, as thieves may see this as an opportunity to pose as Yorkshire Water staff.
- When Yorkshire Water staff visit you, they always show identity cards displaying their photograph.
- If you're in doubt about the identity of the caller, call Yorkshire Water on **0845 1 24 24 24** to check. Don't let them into your home until you're satisfied with who they are and why they're visiting.
- If you're not fully satisfied that the caller is genuine, turn them away and call the Police on **999**.

In addition to the identification always carried by Yorkshire Water staff, you can also arrange for them to use a password – simply call Yorkshire Water on **0845 1 24 24 24**, let them know your chosen password and they'll make sure all employees use it.

**This advice has been produced by South Yorkshire Police and is supported by Yorkshire Water.**