

MONROE COUNTY WATER AUTHORITY WARNS RESIDENTS OF FRAUDULENT WORKERS

The Monroe County Water Authority (MCWA) has been made aware that individuals are falsely claiming to be MCWA employees or subcontractors in order to gain access to a customer's home.

If anyone comes to your residence claiming to be a worker associated with the Water Authority, residents should follow these safety tips:

- Check for an employee picture identification badge and a Water Authority "WA" logo on either the jacket or shirt. Legitimate employees and subcontractors will show you their picture ID.
- Check for a blue truck or van with the Water Authority's "WA" logo

If the individual cannot provide the proper identification **DO NOT ALLOW ENTRY and CALL 911** to report the incident. Residents are also asked to make a follow-up call to the Monroe County Water Authority at one of these numbers:

- (585) 442-7200 – Monday through Friday from 8 a.m. to 4:30 p.m. Customers outside of the local calling area can call (866) 426-6292
- (585) 442-2009 – After hours from 4:30 p.m. to 8 a.m.; including holidays and weekends. Customers outside the local calling area can call (866) 629-2426

The MCWA produces 62 million gallons of drinking water every day for homes in Monroe County and the surrounding neighborhoods. Its sole purpose is to supply residents with top quality water at an affordable price.