

For Immediate Release
Friday, July 14, 2017



DOOR-TO-DOOR DRINKING WATER SCAM

Welland, ON –The City of Welland has received calls and complaints about a person, or persons, going door-to-door in various areas of Welland and insisting that a new water filter system be purchased and installed.

Should a City of Welland staff member come to your home, he/she will always clearly identify him/herself and show residents proper identification. City of Welland staff have municipal identification with QR-Code scanning capability to verify them as city employees. If proper identification is not shown, do NOT let the individual into your home, or sign a contract for any reason.

The person(s) might inform residents that the water filter system is a new requirement with the municipality of the City of Welland and ask residents to sign a contract that will obligate them to purchase the water system. There is no such requirement or program associated with the City of Welland.

The City of Welland does not require residents to install a filter in their home. City water samples are continuously collected and tested weekly by staff throughout the city's distribution system. The water samples are further tested in accordance with Provincial Regulations. The city's drinking water meets and exceeds Provincial Standards with all annual water quality reports.

Water quality testing results are available on the city's website. Please be aware that you are under no obligation to allow a person to access to your home, or to provide them with any information if you are uncomfortable doing so. Should any sales people appear at your door wanting to gain access to your home for any reason and not clearly identifying themselves or the purpose of the visit, please call Niagara Regional Police – Welland Detachment – immediately at 905-735-7811.

If you wish to contact the City of Welland Public Works Division to clarify whether an individual at your home is a municipal employee, or for further information about water quality testing, please call 905-735-1700 ext. 3000.

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Hours: Mon to Fri; 7:00am - 3:00pm
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