

Honolulu Board of Water Supply

News Release



Contact: Tracy Burgo
Telephone: 748-5313

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CONSUMER ALERT: BOARD OF WATER SUPPLY CUSTOMERS TARGETED BY TELEPHONE SCAM

HONOLULU – The Board of Water Supply (BWS) is alerting the public of aggressive and fraudulent telephone calls by criminals claiming to be BWS employees.

Over the weekend, a number of BWS customers reported that they were contacted by a person claiming to be a BWS employee and were told they owe a large sum of money and were threatened that the bill amount must be paid immediately to avoid water service shut off. Fortunately, these customers immediately contacted the BWS call center representatives, who exposed the fraudulent request and advised customers to disregard the call.

Anyone who receives unexpected and/or aggressive phone calls from individuals requesting demanding water bill payments are encouraged to call the BWS at 748-5030 first to confirm their account status. Meanwhile, the BWS would like the public to be aware of its collection procedure:

- The BWS does not call customers outside its business hours of Monday-Friday, 7:45 a.m. to 4:30 p.m., to request for payment.
- The BWS does not call customers, demand payment, and collect payment all in the same phone call.
- If a customer is contacted for overdue payment, he or she will be asked to call 748-5030 to make credit card payment.

The BWS also reminds the public that, if you are approached by someone saying he/she is from the BWS, all personnel involved in official BWS activities will be properly credentialed, wearing official BWS attire with the BWS logo, driving BWS labeled vehicles, and carrying an official City and County of Honolulu badge, with the agency identified as the BWS.

The BWS encourages Oahu residents to be vigilant against telephone and email scams that may use BWS as a lure. Should you or your family suspect a scam or observe any suspicious activity, consider calling the Honolulu Police Department at 9-1-1. The community may also call the BWS at 748-5041 to file an additional report.

About the Board of Water Supply



The Board of Water Supply (BWS), a semi-autonomous agency of the City and County of Honolulu, manages Oahu’s municipal water resources and distribution system. As the largest water utility in the State, the BWS serves approximately one million customers on Oahu. The BWS embraces its mission of “Water for Life – *Ka Wai Ola*”—to provide a safe, dependable, and affordable water supply, now and into the future. *Uwē ka lani, ola ka honua* – “When the heavens weep, the earth lives.” For more information about the BWS, visit www.boardofwatersupply.com, follow [@BWSHonolulu](https://www.instagram.com/BWSHonolulu) or like the BWS’s Facebook page at <http://www.facebook.com/BWSHonolulu>.

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