

Honolulu Board of Water Supply

# News Release



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## **BOARD OF WATER SUPPLY WARNS OF TELEPHONE SCAM**

HONOLULU – The Board of Water Supply (BWS) would like to alert the public about an incident, which occurred late last week, that involved a customer who was the victim of a telephone scam to fraudulently collect money.

The incident involved an early evening call to a BWS customer in which the individual claimed that a balance of about \$100 for the water/sewer bill must be paid immediately or else service would be shut off. The customer asked to speak to a supervisor, who reportedly demanded credit card payment at that time and threatened service shutoff. Unfortunately, the customer complied with the demand and provided the caller with a credit card number. When the customer checked the account balance the next day, there was no record of the payment.

Anyone who receives a similar phone call is encouraged to call the BWS at 748-5030 to confirm the account balance first before making payment. 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.



Residents are encouraged to call the Honolulu Police Department at 9-1-1 if they observe any suspicious activity. 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. The BWS works to accomplish its mission and strategic objectives while striving to maintain the public trust to protect the quality and sustainability of our precious water resources. *Uwē ka lani, ola ka honua* – “When the heavens weep, the earth lives.” For more information, visit [www.boardofwatersupply.com](http://www.boardofwatersupply.com).

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