

Date: 04/05/18

Media Contact:

Barry LaRoy
Director of Water & Wastewater Utilities
City of Monroe
barry.laroy@monroemi.gov
734-384-9150

CITY OF MONROE URGES WATER CUSTOMERS TO BE AWARE OF UTILITY IMPOSTERS

(MONROE, MI – April 5, 2018) – The City of Monroe reminds customers to protect themselves and their property against individuals who may be posing as City of Monroe Water Department employees.

City staff were recently made aware of an attempt to gain access into a city residence by a person posing as a Water Department utility worker. This individual referenced an informational flyer which was included in recent water billing statements titled 'Residential Cross Connection Control,' and subsequently requested access inside the home. The home owner refused and notified the City, as well as filed a report with the Monroe Police Department.

The City of Monroe wants customers to feel secure when a credentialed City representative visits their home or business. To help prevent imposters from gaining access to customers' homes, the City urges customers to keep the following safety information in mind:

- Residential Cross Connection Control Inspections will start after July 1, 2018.
- Advance Notice will be provided by the City of Monroe Water Department in an effort to schedule an inspection.
- If access is requested for an inspection, ask for City of Monroe credentials before allowing an inspection to occur. City of Monroe employees carry special ID cards. Never hesitate to ask to see proper identification before allowing anyone entrance to your home. Customers are encouraged to closely inspect the identification provided by the worker. If you are suspicious about a person's ID or activities, do not allow that person into your home and call the City of Monroe immediately at 734.384.9150 so that we can verify the visit.
- Check the inspector's vehicle to see if it is a City vehicle, with government plates.
- Contact the Water Department at 734.384.9150 for questions, to verify the employee identity or if an inspection is scheduled.

Incorporated in 1817, the City of Monroe is a community that has a shared vision that seeks to balance the opportunities of economic development with the stewardship that is required for historic preservation. With a population of 20,733, Monroe is located about 17-miles north of Toledo, Ohio and about 35-miles south of Detroit. The City of Monroe is Michigan's third oldest community, and is also the county seat of Monroe County. Continually moving forward with innovative vision, the City of Monroe is Raisin' Expectations.

###