

Honolulu Board of Water Supply  
**News Release**



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**CUSTOMER ALERT: BOARD OF WATER SUPPLY IMPERSONATOR**  
*High meter reading claim used as pretext to gain entry to home*

HONOLULU – The Board of Water Supply (BWS) is alerting the public of individuals claiming to be BWS employees in order to gain access to the homes of customers.

In a recent incident, a resident was contacted by someone requesting to schedule a leak check due to a high meter reading. Because the resident had a billing issue, the resident scheduled a late afternoon appointment. A male showed up at the home in a van with no BWS markings, in non-BWS attire, and was not able to produce the proper BWS credentials, so he was denied entry.

The BWS 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. See attached photos.

More photos of official BWS attire and vehicles can be viewed at <http://www.boardofwatersupply.com/community/news-and-updates/consumer-alert>. Additionally, the BWS does not schedule appointments to meet with a customer outside its regular business hours of 7:45 a.m. to 4:30 p.m., Monday-Friday, and does not conduct leak detection inside a customer's property.

Residents who want to confirm the validity of an individual claiming to be a BWS employee may call the BWS at 748-5000. They are also encouraged to call the Honolulu Police Department at 9-1-1 if they observe any suspicious activity and 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](http://www.boardofwatersupply.com), follow [@BWSHonolulu](https://www.facebook.com/BWSHonolulu) or like the BWS's Facebook page at <http://www.facebook.com/BWSHonolulu>.

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Photos courtesy of the Board of Water Supply