



Trading Standards Notice

United Utilities have had reports of bogus callers knocking on the doors of elderly customers in the North West claiming to want to talk about poor water pressure. Some people may take advantage of others due to the increased communication there's been around saving water during this hot, dry weather.

All of United Utilities customer facing staff carry photo identification cards and they encourage their customers to always check anyone claiming to be from United Utilities, by calling first on 0345 6723 723.

Customers can also add a password to their account, to help them feel safe and secure from bogus callers either in person or over the phone. Also, by registering for their free Priority Services scheme, they can offer extra help to customers with additional needs, whether it be due to ill health, a disability, mental illness or are financially struggling.

Customers can register by completing the online form on www.unitedutilities.com/priority services or calling them on 0345 072 6093. People are advise to be weary of letting strangers in their houses. Please also keep an eye on vulnerable friends, relatives and neighbours. Please report any suspicious callers to GMP on 101 or in an emergency dial 999 and remember; **IF IN DOUBT – KEEP THEM OUT.**