

Ventura County Public Works Agency, Water and Sanitation (WS) Department occasionally receives reports of scammers pretending to represent WS.

WS is not associated with the City of Moorpark.

The information below will help you identify and avoid some common scams.

Scammers may pretend to be WS employees and visit your home or business claiming you need or are required to buy water filters, cleaners, softeners or other products or equipment. WS does not sell or endorse these kinds of products or equipment.

WS will never ask you to make payment to a specific person or at a specific location, and our employees will not visit your home to collect payment.

Remain vigilant if you are approached by someone asking to inspect your water system or seeking payment for your water bill. If you are ever unsure about someone claiming to be a WS employee, please do not to let him or her into your home, arrange any kind of payment, or provide banking information. If you have any questions, please contact us at 805-378-3000.

Here are a few things you should keep in mind if you are approached by someone who claims to work for WS:

- WS field employees wear uniforms with the Ventura County Public Works Water and Sanitation Logo or Ventura County Waterworks Districts logo and drive Public Works logoed trucks. (Please see attachment)
- WS employees will never ask or suggest that we be allowed to enter a customer's home.
- WS will never ask you to pay your bill using gift cards, pre-paid credit cards, or money transfers.
- WS will never visit your home and ask you to pay your bill using cash or a check.
- WS never shuts off water service for non-payment outside of normal business hours. A delinquent account's service will not be shut off during the night nor on a weekend.
- If you are approached by a questionable person claiming to work for Ventura County WS. Do not let them into your home. Immediately report suspicious activity to your local police department or Sheriff's office.

Thank you,

Water Sanitation Customer Service

WS Vehicles will have the Public Works logo.



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