

## **FOR IMMEDIATE RELEASE**

CHWD Media Contact: Mary Elise Conzelmann, Principal Public Affairs Analyst  
Phone: (916) 735-7718, Email: [mconzelmann@chwd.org](mailto:mconzelmann@chwd.org)

### **Local Water Providers Warn Residents About Unauthorized In-Home Solicitations**

**CITRUS HEIGHTS, CA** – Citrus Heights Water District (CHWD), Sacramento Suburban Water District (SSWD), Orange Vale Water Company (OVWC), and California American Water are warning residents about unauthorized solicitations targeting local households.

Reports have surfaced of individuals posing as water officials, knocking on doors, and claiming your tap water may be unsafe. They offer unsolicited in-home water testing, which often leads to high-pressure sales tactics for costly and unnecessary water treatment equipment or services.

Incidents of this nature have been increasingly reported across Northern California, including in Elk Grove, Fairfield, and Sacramento, where residents were pushed to purchase expensive water treatment systems following unsolicited testing claims.

**Be assured: your water is safe.**

Drinking water served by CHWD, SSWD, OVWC, and California American Water meet some of the strictest water quality standards. Water is regularly tested and follows federal and state regulations to ensure community health and safety.

#### **Important Safety Reminders:**

- CHWD, SSWD, OVWC, and California American Water do not conduct in-home water testing. All necessary testing is done either at the treatment facilities, wells, or through officially scheduled programs—not through door-to-door visits.
- Your water provider's employees are always clearly identifiable. They wear official uniforms with agency logos, drive marked vehicles, and carry agency-issued identification cards.
- Unauthorized solicitors aim to sell you costly and unnecessary equipment or services.

#### **What You Should Do:**

- Do not allow anyone claiming to test your water into your home, unless you have scheduled the visit through your water provider.
- Request to see official agency-issued ID. If in doubt, do not let the person in.
- Verify before you engage. Call your water provider directly to confirm someone's identity.
  - Citrus Heights Water District: (916) 725-6873 | [chwd.org](http://chwd.org)
  - Sacramento Suburban Water District: (916) 972-7171 | [sswd.org](http://sswd.org)

- Orange Vale Water Company: (916) 988-1693 | [orangevalewater.com](https://orangevalewater.com)
- California American Water: 1 (888) 237-1333 | [amwater.com/caaw](https://amwater.com/caaw)

Share this alert—protect your neighbors, family, and friends. If you witness suspicious activity, report it immediately. Your vigilance helps keep our entire region safe.

For further information, visit your water provider's website or contact their office directly.

###