



Holland Board of Public Works PRESS RELEASE

For Immediate Release

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HOLLAND BPW REMINDS CUSTOMERS TO ALWAYS ASK FOR IDENTIFICATION

Recently, the City of Grand Rapids Water Department received information that individuals posing as City workers tried to gain entry to a home. The Grand Rapids Police are investigating this incident.

The Holland BPW reminds customers that all Holland BPW employees carry photo identification cards issued by the Holland BPW. These cards have the employee's name and a photograph clearly displayed with the logo of the City of Holland and the Holland BPW. If Holland BPW crews need to gain entry into the home, our normal procedure is to schedule an appointment with our customers ahead of time. When the Holland BPW requires water testing from a specific residence, a bottle with instructions is left for the homeowner to fill with a sample of water, and return the bottle for later pickup at the entrance to the home. Entry into the home to test the water is typically not required by Holland BPW employees. Additionally, most Holland BPW service crews drive red Holland BPW vehicles with the BPW logo on the side as well as wearing uniform shirts with a BPW logo and name on them.

The Holland BPW urges customers to ask for and check the identification cards closely before allowing anybody in their home.

To help protect yourself and your home, Holland BPW offers the following precautions:

- Never allow an individual to enter your home or business without proper identification for any reason.
- If someone comes to your door when you have NOT requested a specific utility service, ask for company picture identification. If there is no Holland BPW vehicle in sight, call the Holland BPW at 616.355.1500 – NOT A NUMBER PROVIDED BY THE CALLER – to verify the identity of the caller.
- Never open your door to a suspicious person.
- Get a description of the suspicious person(s) for police, but do so from a safe distance.
- Get a description of any vehicles that were used; again, do so from a safe distance.
- Do not give cash to anyone for work you had NOT requested.
- Call your local law enforcement officials for assistance if you feel threatened.
- Report any suspicious activity to local law enforcement officials at your earliest convenience.

The Holland BPW provides essential, economical and innovative utility services for the Holland community, including energy, water, wastewater and infrastructure for communications.

End

For more information, contact:
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