

# THREE STEPS TO YOUR SAFETY



Sometimes Guernsey Water (GW) staff need to visit your house. We have a scheme which allows you to check if the person calling on you is from GW. All staff carry identification and the process to check the validity of the person calling is:

1). Check that the photo on the GW staff member's ID card matches the person at your door

*If you still require*  *further proof :*

2). Keep the person on your doorstep until you have phoned us and asked for the staff member's unique ID number

3). Request the ID number from the person and check that the numbers match. If they don't, do not let the person into your house

**CONTACT US:**

• 239500  
(24 hours a day)