

Media Release

Date: 3 November 2010
Re: Warning on Bogus Phone Calls

Cradle Mountain Water is advising customers to be wary of accepting services from telephone callers claiming to represent the water corporation.

“In recent weeks we have received several complaints from customers who have received calls from a company selling water filter systems. While we do not begrudge these companies from selling their products, we are concerned that they are not clearly identifying themselves and therefore customers believe that they are representing Cradle Mountain Water”, Executive Manager Customers & Communication Julie Poole said.

“On occasion our customer service representatives may contact customers to obtain feedback on services or to provide updates on service requests. However, at no time would we be calling to promote the sale or installation of commercial water related products such as filters” she said.

“If customers have any concerns about receiving calls from people claiming to be from Cradle Mountain Water, they should contact our Customer Service Centre on 13MYWATER (13 6992),” she said.

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