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SUEZ WARNS CUSTOMERS ABOUT PAYMENT SCAM

SUEZ has issued an alert warning customers about scammers who are going door-to-door requesting cash or credit card payments for water bills.

The fraud involves persons claiming that they are in the neighborhood collecting unpaid bills. They show customers fake SUEZ identification badges and offer to scan the customer's credit card on a portable card reader. They may be enticing customers with an offer to forgive a portion of their balance if the customer makes an immediate payment.

SUEZ employees do not go to customer homes to demand or collect payments. Employees in the field will never take any type of payment from a customer.

The company has reported this issue to law enforcement in Bergen County.

For your protection, all SUEZ employees wear uniforms and carry photo identification badges with the SUEZ name and logo. The badges display the employee's name, employee number, job title and the date the badge was issued to that individual. Customers should also look for white SUEZ vehicles, which prominently feature the company's bright green logo and dark blue lettering.

SUEZ wants to assure customers that during the public health crisis, the only time a SUEZ employee would knock on your door would be for a water-related emergency or a previously arranged appointment concerning your water service.



A State Accredited and Nationally Recognized Law Enforcement Agency



If you are unsure if the person on the other side of the door is actually from your water utility, call the company to verify. SUEZ Customer Service representatives can be reached at 800-422-5987. If you suspect an imposter, call 911.

“It is unfortunate that people are taking advantage of others during these challenging times, said Alan Weland, Vice President and General Manager, SUEZ New Jersey Operations. “We want to raise awareness among our customers about this scam. We encourage customers to contact us if they have any concerns.”

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