

Did the City of Milwaukee endorse this? Here's what you should know about water-related promotional materials and door-to-door solicitations

Our customers frequently receive sales pitches and promotional materials for water-related products and services. The City of Milwaukee's drinking water utility does not endorse or promote products or services unless directed to do so by the Mayor and Common Council. In these rare cases, customers receive clear and direct notification from the Milwaukee Water Works about the product or service.

The water utility does not offer or conduct in-home water tests or inspections unless the property owner requests a particular service.

Milwaukee Water Works employees carry photo identification with them at all times and drive city-marked vehicles. Do not open your door to someone you do not recognize or if you are not sure of the person's identity.

Here are recent water-related promotions:

- **H2Oscore.org** offers a free service to Milwaukee Water Works customers in which they can access water use information online and compare their home water use to that of their neighbors. The [Milwaukee Water Works](#) and [H₂Oscore](#) formed a partnership in November 2013 to help consumers understand and control their water use and costs. H₂Oscore uses water usage data provided quarterly by the Milwaukee Water Works. Customers are under no obligation to access the H2Oscore.com website.
- Various private companies advertise and offer optional water and or/sewer service line insurance. The City of Milwaukee is not endorsing any vendor. The service line is the pipe that connects the water main or sewer in the street to the property. It belongs to the property owner and repair and maintenance are the responsibility of the property owner, not the utility or the City of Milwaukee. The insurance programs are optional -- you are not obligated to purchase the insurance.

Two recent solicitors were active in the Milwaukee area, **HomeServe** is mailing letters to property owners asking for credit/debit card information and a response within 30 days. **Service Line Warranty** offers insurance for both the water and sewer lines.

- **Water Works LLC** is a water billing service for mobile home customers, primarily in the area of Pulaski, Wisconsin. In July 2013, letters sent from Water Works LLC led many Milwaukee Water

Works customers to believe they had billing issues with their service provider, when in fact, they were not customers of Water Works LLC.

- **Rivernetwork.org** of Portland, Ore., distributes door hangers asking, “Have you thought about your water use lately?” In Milwaukee, Lake Michigan water is treated, used, and returned to the lake. Your water utility promotes Use Water Wisely by helping customers find and repair water leaks to reduce water waste, control water costs, and conserve the water resource. Milwaukee Water Works employees advise customers with high water use about how to find and fix leaks, and send an instructional brochure with toilet leak-detecting dye tabs to use in their homes.

Call or write us to ask for a brochure and dye tabs, (414) 286-2830 or watwebcs@milwaukee.gov.