



*Discover the Palm Beaches, the Best of Everything*

For immediate release:  
Contact:

March 13, 2025  
Beth Motschenbacher  
Public Information manager  
(561) 493-6068  
[WUDPR@pbcwater.com](mailto:WUDPR@pbcwater.com)

## Palm Beach County Water Utilities Department Urges Residents to Beware of Utility Impostors

Palm Beach County Water Utilities Department (PBCWUD) has recently been informed of impostors making door-to-door sales pitches while posing as employees from a county water treatment plant. Accounts from concerned residents have described receiving telephone and door-to-door house calls from sales representatives from private businesses posing as workers from “the county water plant,” “the county,” and “PBC utilities.”

PBCWUD is advising all customers within its service area to be mindful of these impostors who are posing as county employees in order to make sales pitches for in-home water filtration systems, water testing services and similar products.

PBCWUD reminds all customers of these important tips to maintain your safety:

- PBCWUD employees will *never* enter your home.
- PBCWUD will never ask for a water sample from inside your home.
- PBCWUD employees will always be in uniform and driving an official county vehicle registered with government-issued tags.
- PBCWUD will never recommend home filtration systems.
- All county employees are required to carry county-issued identification cards at all times on their person visible to customers.
- Palm Beach County residents are advised to call local law enforcement should they be suspicious of any activity or persons going door-to-door.

PBCWUD customers with questions about water quality are invited to access the utility’s annual Water Quality Report which is available online [here](#) and also linked in customers’ water bills each spring.