American Water Newsroom

California American Water Encourages Customers to Follow Safety Tips

PACIFIC GROVE, CA – December 20, 2024 – Safety is of paramount importance to California American Water, for our customers and our employees. California American Water has implemented, and regularly monitors, safety measures ranging from providing safe, clean, and reliable water service, to keeping our workers, customers and the communities we serve safe.

Recently California American Water has been made aware of scammers posing as utility workers, going door to door, asking permission to enter customers' homes in Monterey County. In the rare event that a California American Water employee asks for access to a home, they will always identify themselves as an employee, display a company ID badge, and provide clear identification and purpose of the visit. Some important tips to help avoid scams are:

- Ask for proper identification such as a company ID and a driver's license. Do not open the door to anyone who cannot provide these forms of identification.
- Thoroughly inspect the ID badge. The front of a California American Water ID badge will display the person's picture and the company logo. Customers may contact the company to confirm the identity of employees before allowing them onto their property.
- Check the person's vehicle. All California American Water vehicles have the company's logo clearly displayed.

Following these simple tips can prevent scammers from accessing residents' homes and helping keep them and their families safe.

California American Water would like to wish our customers a happy and safe holiday season and a prosperous 2025.

About American Water
American Water (NYSE: AWK) is the largest regulated water and wastewater utility company in the United States. With a history dating back to 1886, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to more than 14 million people with regulated operations in 14 states and on 18 military installations. American Water's 6,500 talented professionals leverage their significant expertise and the company's national size and scale to achieve excellent outcomes for the benefit of customers, employees, investors and other stakeholders.

For more information, visit amwater.com and join American Water on LinkedIn, Facebook, X (formally Twitter) and Instagram.

About California American Water

California American Water, a subsidiary of American Water, provides high-quality and reliable water and wastewater services to approximately 700,000 people. For more information, visit www.californiaamwater.com and follow California American Water on LinkedIn, Facebook, X, and Instagram.

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