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**NEWS
RELEASE**

02 / 23 / 2023

City Health Officials Warn the Community of Water Filtration Scam

Community Asked to be Cautious of In-Person Scams

El Paso, Texas— The City of El Paso Department of Public Health (DPH) is alerting the community of a potential scam from a water filtration company posing as DPH staff.

This particular scam involves victims visited by individuals posing as DPH employees claiming to be conducting a water study in the neighborhood. If the homeowner is not home or they do not open the door flyers are left with phone numbers urging homeowners to contact them as soon as possible.

DPH employees will always identify themselves with a City of El Paso issued identification badge and will never ask you for personal information such as social security number, bank information, sell anything or inspect the water from your home. Make sure you protect yourself by not giving out any personal information, allowing people in your home, or purchasing anything from individuals posing as DPH employees.



We ask the public to:

- Be vigilant and protect yourself from potential fraud.
- Be cautious of unsolicited requests for your personal, medical, and financial information. Do not give your personal or financial information to anyone claiming to be a DPH employee.
- Be suspicious of any unexpected calls or visitors claiming to be DPH employees. If you receive a suspicious call, hang up immediately.
- Be aware of scammers pretending to be DPH employees. Legitimate DPH employees will never ask you for your financial information, social security number, attempt to sell you anything, or collect payment information.
- If you suspect fraud, report immediately and call (915) 832-4400.

To report a suspected scam call (915) 832-4400 and for more information, visit EPHealth.com.

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Promoting **Transparent & Consistent Communication**
Among All Members of the Community

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