



105 Elgin St. West
Arnprior, ON K7S 0A8

tel 613 623 4231
fax 613 623 8091

arnprior@arnprior.ca
www.arnprior.ca

Release Date: April 4, 2017
Aggressive Water Filter Salesman – Scratch Card Scam

Arnprior, ON. Recently the Town of Arnprior has received a number of reports that an aggressive water filtration sales company is delivering misleading “scratch and win lottery tickets” to residents through the mail. The tickets always win an un-disclosed prize and instruct the winner to call a phone number to claim the prize. When the resident calls the phone number, they are actually calling a salesman from a water filtration system sales company. The salesman who claims to be an “expert” then tells the resident that a certain substance is present at a high level in their drinking water and that it is not fit to drink. Certain residents have been told that either iron or chlorine was at unsafe levels in their water. The salesman then reportedly informs the resident that they need a special filtration system which costs \$3,500. Some residents have stated that the salesman have set up appointments to come to their homes to collect tap water samples.

The Town is urging residents to be very cautious when responding to companies that distribute unsolicited mail, especially those that claim that you have won a prize.

Additionally, the Town is urging residents to:

- be cautious when allowing anyone into your home, and
- ensure you are properly informed and confident with your decision before signing any agreements.

Please note that the Town does occasionally ask for volunteers to allow Town of Arnprior staff to test tap water in homes and businesses in order to ensure that the water provided in our distribution system is safe; however testing will only be initiated at your request and Town staff will always provide Town issued photo identification before entering your home. You can always contact the Town Offices at 613-623-4231 when in doubt.

Residents are reminded that:

1. No one has the right to enter your home unless you have invited them in. No one has the right to stay in your home once you have asked them to leave. Please **CALL 911** if a Door-to-Door Sales Person insists on entering your home without your permission or will not leave your home once asked to.
2. In accordance with the Consumer Protection Act of Ontario, a consumer may, without any reason, cancel a direct agreement at any time from the date of entering into the agreement until 10 days after receiving the written



105 Elgin St. West
Arnprior, ON K7S 0A8

tel 613 623 4231
fax 613 623 8091

arnprior@arnprior.ca
www.arnprior.ca

copy of the agreement. For more information on your rights as a consumer, please go to <http://www.ontario.ca/consumers/your-rights-under-consumer-protection-act>

3. Ask for their information - if you are suspicious for any reason about the business, salesperson or the product(s) they are selling, ask for their contact information. Research the company online and call the head office with any questions.
4. Ask detailed questions - ask for identification and inquire about contract requirements as well as cancellation rights. Obtain written documentation clearly outlining all policies before signing on the dotted line.

Past door-to-door campaigns have targeted residents using the claim of unsafe drinking water. Residents are reminded that the Town of Arnprior's Drinking Water supply is subject to extensive testing and regular monitoring. Copies of the Town's 2016 Water Filtration Plant Annual Summary Report can be found in the Town section at www.arnprior.ca or can be requested by calling the Clerk's Office at 613-623-4231 ext. 1818.

Media Contact

Lindsay Wilson, MEDO
613-623-4231 x.1829
lwilson@arnprior.ca