



Thursday, March 3, 2016

INCIDENTS OF AGGRESSIVE DOOR-TO-DOOR SALESPEOPLE REPORTED IN WHITCHURCH-STOUFFVILLE

Whitchurch-Stouffville, ON – Residents of Whitchurch-Stouffville have recently reported an increasing number of incidents involving aggressive door-to-door salespeople.

In most cases, these individuals are trying to sell water treatment equipment on the false pretense that the Town's water supply is not healthy. They may then tell the resident that they need access to the home to conduct a test.

In some cases, homeowners are asked to sit down and discuss their monthly utility bills. If homeowners felt uncomfortable and denied the requests, the salespeople at times became verbally aggressive. There have been no reports of injuries as a result of these incidents.

The Town of Whitchurch-Stouffville does not conduct door-to-door water treatment equipment tests. In cases where Town employees need to visit a residence, an appointment would be made with the homeowner prior to the visit.

Should a resident have someone come to their door introducing them as Town staff, they should do the following:

1. Request ID. All Town staff carry their picture ID cards;
2. Never share personal information with the salesperson;
3. Do not rely on a salesperson's opinion that your water heater or treatment equipment is unsafe;
4. If the sales person gets aggressive, the resident reserves the right call York Regional Police at 9-1-1;

Whitchurch-Stouffville Public Works ensures drinking water quality exceeds provincial standards through routine sampling performed twice per week. The Ballantrae/Musselman's Lake water distribution system has a minimum 20 samples taken per month from 15 dedicated sampling stations. The Stouffville water distribution system has a minimum 60 samples taken per month from 37 dedicated sampling stations.

The Ministry of the Environment and Climate Change (MOECC) monitors the Town's performance

with announced or unannounced inspections performed at a minimum once per year. Both water distribution systems scored 100% in the 2015 unannounced inspection.

For more information on door-to-door salespeople and contracts visit:

<https://www.ontario.ca/page/door-door-sales-and-home-service-contracts>

If you have any questions regarding door-to-door salespeople in Whitchurch-Stouffville, please call the Town at (905) 640-1900, or 1-855-642-(TOWN) 8696.

-30-

Media Contact: **Glenn Jackson | Corporate Communications**

Phone: 905-640-1910 or 1-855-642 8697 Ext. 2451 | Email: glenn.jackson@townofws.ca