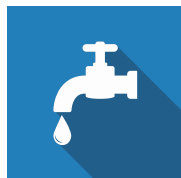


## **BEWARE OF Door-to-Door Water Testing and Treatment Schemes**



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### **What you need to know:**

- The City does not authorize door-to door salespersons to perform health based tests on your water.
- Please be advised that the water supplied by the City of Brantford meets all provincial safety standards and no further purification treatment is required.
- Beware of door-to-door salespersons posing as City employees. City employees visiting your home will have official City photo identification.
- If you have any concerns about water safety, please contact the City of Brantford's Customer Service Department at 519-756-1360.
- Door-to-door water tests do not tell you about water safety.
- Salespersons may resort to chemical trickery that turns your tap water to a dark colour because of the natural mineral content.
- Minerals are essential to your good health and removing them with water treatment equipment doesn't make the water safer.
- If you believe you may have been misled by a door-to-door salesperson, learn more about your rights under the Consumer Protection Act.

**To learn more about door-to-door water testing and sales schemes, visit the Ministry of Consumer Services online at: [www.ontario.ca/consumerservices](http://www.ontario.ca/consumerservices).**

### **What Are My Rights?**

The goal of the Ministry of Consumer Services is to promote a fair, safe and informed marketplace – one in which your rights as a consumer are fully protected. You should know that important legislation protects these rights by setting out ground rules covering most consumer transactions.

### **Remedies must be timely**

You have the right to cancel a contract (preferably in writing) for any reason within a 10-calendar day cooling-off period. In turn, the company is obligated to return your money within 15 days and cover the cost of shipping back the goods.

### **Sales incentives shall not be false, misleading or deceptive**

A salesperson can offer you an incentive to help find other buyers, but the description of the incentive cannot be false, misleading or deceptive.

### **Anyone who violates the Consumer Protection Act (2002) may be subject to prosecution**

Individuals violating sections of the act are liable to a fine of up to \$50,000 or imprisonment of up to two years less one day. A corporation can be fined up to \$250,000.

To contact Consumer Protection Ontario, please call 1-800-889-9768.

If fraud is suspected, you may call Brantford Police at 519-756-0113 and say “dispatch.”

**For more information about your drinking water please contact the City's Customer Service Department at 519-756-1360**

**For more information including water quality reports and Annual Reports, please visit our website at [www.brantford.ca](http://www.brantford.ca)**