

Water Supplies Department reminds you: Stay alert to fraudulent SMS messages

(Cantonese dialogue with English subtitles)

Super: The Water Supplies Department (WSD) never sends SMS messages requesting payment for water bills

Stay alert to fraudulent SMS messages

Super: WSD Customer Telephone Enquiry Centre

Female staff A, WSD: The WSD never sends SMS messages requesting payment for water bills.

Female staff B, WSD: We never ask consumers to pay by credit card.

Male staff, WSD: The links in these SMS messages are fake.
Never click on them.

Female staff A, WSD: The WSD never sends SMS messages requesting payment for water bills.

Female staff B, WSD: We do not accept credit card payments.

Male staff, WSD: Do not click on fake links.

Female staff A, WSD: Fake SMS.

Female staff B, WSD: Fake website.

Male staff, WSD: Fake link.

Female staff B and
Male staff, WSD: They're all fake.

Ms. SO, WSD staff: Hello.
This is the WSD Customer Services Hotline.

I am Ms. So
How may I help you?

Mr. Tsui: Good morning,
Ms. So.
I am Mr. Tsui.
Here's the situation:
Last night, I received an SMS
notifying me that my water bills from the WSD are one
month overdue.

Ms. SO, WSD staff: Mr. Tsui,
Hello.
The WSD never requests for payment of water bills via
SMS.

Mr. Tsui No,
Ms. So.
Don't brush me off.
The webpage specifies clearly that I am required to pay
\$18.8,
and even requests me to pay the bills within three days.

Ms. SO, WSD staff: But the WSD never sends these kinds of SMS messages,
for real.

Mr. Tsui: That's not right,
The link contains words like 'wsd' and 'gov'.
I'm sure it's the WSD.

Ms. SO, WSD staff: Recently, many scammers have been impersonating the
WSD
to request for payment of overdue water bills.
The links are all fake.

Mr. Tsui: No, Ms. So,
when I clicked on the link, I saw the WSD logo.

It even required me to enter my credit card number for payment.

Ms. SO, WSD staff: The WSD never asks consumers to pay by credit card. This is definitely a fake website.

Mr. Tsui: No, Ms. So.
It requested me to pay promptly.
Otherwise, the water supply will be disconnected.
I'll be doomed if I don't have water to drink!

Ms. SO, WSD staff: Disconnecting the water supply?
Mr. Tsui,
if your water bills have been overdue for a month,
we would issue a 'Reminder and Disconnection
Notice'.
In the case that you still fail to pay after that
we would then arrange to disconnect the water supply.

Mr. Tsui: No, but...
Anyway, since I've come all this way
I might as well pay now,
then you won't disconnect my water supply.

Ms. SO, WSD staff: How about this, Mr. Tsui:
Please provide your account number,
I'll check it for you.

Mr. Tsui: Oh, I don't know the account number.
The Registered Consumer is actually my wife.

Ms. SO, WSD staff: Well, there you go!
In this case, why would they send you an SMS asking
you to pay water bills?

Mr. Tsui: No...
Well...yes, you're right.
All right then. Goodbye.

Ms. SO, WSD staff:

Thank you for your enquiry.
Goodbye.

Scammers have been impersonating the WSD,
asking you to settle water bills by credit card.
Please don't fall for them.

Worried about overdue payments?

Download the "eWater" mobile app now
and check for any outstanding balances.
