Northern Kentucky
Water District

For Immediate Release	Contact: Mark Lofland
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ALERT
NKWD EMPLOYEES CARRY ID AND WEAR NKWD UNIFORMS

Erlanger, KY – The Northern Kentucky Water District (NKWD) wants everyone in Northern Kentucky to know how to identify its employees to prevent thefts by anyone falsely posing as a Water District worker.

Covington Police have received at least two reports where individuals impersonated Water District employees, entered homes to check for cold weather pipe damage, then demanded money for so-called work they had done.

"For the safety and security of all our NKWD customers, it is important people know how to identify a legitimate NKWD employee or contractor", said Ron Lovan, NKWD President and CEO.

Any installer or technician working on behalf of NKWD will carry an official NKWD photo ID card. Work crews will also be driving marked vehicles and wear clothing and gear with the NKWD logo.

NKWD crews are currently in the process of installing an automated meter system for customers and will continue working in Northern Kentucky for the next few months to convert existing water meter equipment. Any installer or technician authorized by NKWD and our contractor, National Metering Service (NMS) will carry an official NKWD photo ID card.

"Our crews carry ID and wear gear to be easily identifiable for the security of our customers. They will NEVER mind if a customer calls to ensure they are who they say they are," said Mark Lofland, Vice President of Account Services and Billing for NKWD.

To check on the validity of a NKWD service crew in your area or for additional information, call NKWD at 859-578-9898. If you have information about anyone posing as a water district employee or observe suspicious behavior, call Covington Police at 859-292-2222 or dial 911, if appropriate.

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Click Here to learn how to identify a NKWD employee

Northern Kentucky Water District (NKWD) serves approximately 80,000 customer accounts, or approximately 300,000 people in Campbell and Kenton Counties, portions of Boone, Grant and Pendleton Counties, and the Greater Cincinnati Northern Kentucky International Airport.