

For Immediate Release
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Spartanburg Water Officials have had a report that a customer felt misled by a firm trying to sell water purification equipment. Written instructions, a questionnaire and a bottle to fill with water were left at the residence, stating that a third party firm had been contracted to test their water. The customer believed, based upon the content of the letter, that Spartanburg Water had contracted with the firm, so completed the questionnaire and filled the bottle for testing. When the representative subsequently showed up at the home, it was a company selling water purification products.

Spartanburg Water wants its customers to know that it has not contracted with anyone to test your water. In addition, Spartanburg Water does not normally send its own employees to homes unannounced. Our employees will be in uniforms and vehicles with the company logo on the side. Any Spartanburg Water employee will also be able to produce a photo I.D.

Please feel free to contact customer service at (864)582-6375 any time you need to verify that we have sent someone to your home. If after hours, our on-call staff will respond to your call.

Spartanburg Water – An Award Winning Utility.

