



**Be**  
**SURE**  
before you open  
**THE DOOR**

If You're Not Sure,

**Dial 911**

Your Safety is Our Top Priority



# Be Sure Before You Open the Door

## Safety Tips:

- Keep your doors locked at all times.
- Close and lock first floor windows when you go out and when you go to bed.
- Be sure to lock and secure doors and windows near fire escapes or other points of entry.
- Do not open the door for anyone you are not expecting.

In addition to people posing as utility workers, some common tricks to get you to open the door include:

- Claiming their car has broken down;
- Claiming that someone is injured, lost, or stranded;
- Claiming to know a relative of yours who needs help; and
- Asking to use the phone.

## If you have uncertainty, call 911.

**Cyber Security** - Be sure to protect your digital security and protect your online personal information. Never give out your account number, social security number, or other sensitive materials over the phone or email if it seems suspicious.



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# Protect yourself against imposters

To arm yourself against people falsely claiming to be utility workers, keep these tips in mind:

**Ask for ID** – All City of Philadelphia and utility employees carry ID. Ask to see it **BEFORE** opening your door.



**Do Not** give your phone number, account number or any other identifying information to anyone at your door.

## Any doubts?

If you are feeling uncomfortable, or have any uncertainty, **CALL 911**. This extra step offers you a greater level of safety and security.



**If you're not sure, dial 911.**  
**Your safety is our top priority.**

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A stylized graphic of a yellow door handle with a blue arrow pointing to the right, positioned to the right of the text.