



## Misleading information by door to door sales

### **Water Softener/Purifier/Meter Salespeople:**

From time to time, residents of the Town of New Tecumseth have reported door-to-door salespeople attempting to gain access to their homes to conduct water sampling/water meter tests in order to sell in-home water purification equipment.

### **False representation:**

Such salespeople are not Town employees and the Town does not endorse their activity. If Town staff visit your home for various reasons, they will have proper identification and will typically be in an official Town of New Tecumseth vehicle. If a person appears at your door and claims to be an employee of the Town, if you are uncertain, you can contact the Town to confirm whether or not he/she is an employee. Town employees do not sell in-home water purification equipment and the Town does not require you to purchase equipment or have equipment installed in your home.

Some points to remember should someone approach you at your home trying to sell or install something:

- Do not invite the person(s) inside
- Do not sign any documents under pressure
- If you are not interested in what is being offered or if they use aggressive tactics, ask them to leave your property, if you are suspicious, immediately report the incident to police (the non-emergency line of the Nottawasaga OPP is 1-888-310-1122)

### **Hawkers and Pedlars By-law:**

The Town of New Tecumseth has a bylaw to license, regulate and govern hawkers and pedlars: [Hawkers and Pedlars Bylaw \(PDF\)](#)

Door-to-door salespeople that do not meet the exemptions noted in the Town's bylaw (above) are required to obtain a Hawkers & Pedlars license before approaching homes or businesses in the Town of New Tecumseth. A license does not imply endorsement of a business and consumers should always do their own research before making any purchase.

To report a door-to-door salesperson who lacks a New Tecumseth business license or who is making false claims regarding the Town, please call Municipal Law Enforcement at 705-435-3900 or 905-729-0057. Please provide as much information as possible, including the location, time of day, description of individual and any company or contact information you may obtain.

### **Consumer Protection:**

[Consumer Protection Ontario](#) provides additional information on door-to-door water testing and purification system sales, as well as your [general rights as a consumer](#).