



## City warns Edmontonians about aggressive furnace sales

April 22, 2016

The City of Edmonton is warning citizens to be cautious when dealing with companies trying to sell products after receiving complaints about aggressive furnace sales tactics.

The City of Edmonton regularly promotes energy efficiency, as part of its [The Way We Green](#) strategy. However, the City doesn't support companies using aggressive tactics to sell their products with unsupported claims of punitive City action if citizens don't purchase those products.

"Citizens have told us about unannounced visits from furnace companies telling them they will face action from the City if they don't buy the product that's being sold," says Chad Rich, General Supervisor with the City of Edmonton Safety Codes Inspection. "The City encourages citizens to be informed and consider energy efficient options. However, if the City required a change to a furnace the City would be in direct contact with the homeowner."

Rich also has this advice about door to door sales:

- Ask for valid photo identification, get the name of the person and the business
- Obtain multiple quotes from licensed businesses and ask for references
- Do your research, you can always request the person come back at another time
- Never pay upfront.

If you or your neighbours have had such an encounter, you are urged to contact Service Alberta at 780-427-4088 or visit them at [servicealberta.ca](http://servicealberta.ca).

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### Media contact:

[Lisa Sobchyshyn](#)

Communications Advisor  
Development Services, Sustainable Development  
780-442-7192

Share:     

3rd Floor, City Hall  
1 Sir Winston Churchill Square NW  
Edmonton, AB  
T5J 2R7  
[www.edmonton.ca](http://www.edmonton.ca)

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