

Safety first: Protect yourself from imposters



In the interest of safety, the Green Bay Water Utility recommends residents exercise caution whenever interacting with someone purporting to be a representative of our Utility. Below are some cautionary steps to take if someone appears on your doorstep claiming to be a Utility employee and seeking access to your home.

Green Bay Water Utility employees:

- **Wear Green Bay Water Utility-branded clothing** including shirts, jackets and hats.
- **Drive dark blue Green Bay Water Utility-logo'd trucks.**
- **Identify ourselves as Green Bay Water Utility employees and present a plastic identification card** that has our logo and employee's first and last name on it. This ID prominently features our phone number: (920) 448-3480.
- Explain the exact purpose of their visit. ***Keep in mind, most of our work is scheduled by appointment,*** and is typically conducted from 7 a.m. to 4 p.m. on weekdays.
- **Will wait patiently outside as you call the Utility to verify** we are who we say we are, and to confirm a Utility employee needs admittance to your home.

If you are EVER in doubt about the authenticity of someone claiming to be a Green Bay Water Utility employee, please call our office at (920) 448-3480 ***before allowing anyone admittance to your home.*** That phone number is answered after office hours as well by on-call personnel.
