

Ways to Identify a City of Susanville Natural Gas or Water Customer Service Employee

Public Works Department

- Wears a department uniform with the City of Susanville name and logo visibly displayed;
- Wears an identification badge that includes the city logo, employee name, and their picture;
- Always drives a marked city vehicle;
- Generally comes to your home only when service is requested by the customer and should enter the home only at your request;
- Employees will never collect utility or service payments at your home.



If someone just shows up at your door and asks to check your appliances, home insulation, or collect payment for your City of Susanville natural gas or water utility bill, please do not let them into your home. Instead, whether or not you are a City of Susanville natural gas or water customer, call us immediately at 530-257-7236, 24 hours a day, seven days a week to verify their identity. If they are a City of Susanville natural gas or water employee, they will gladly wait outside while you make the call.

Customer safety is always a priority at the City of Susanville.

