

Coeur d'Alene Police Department – 12.18.14

In reference to yesterday's SCAM ALERT the Coeur d'Alene Water Department has provided us with some additional information to share with the public.

The Water Department is currently doing meter change-outs so they are interacting with City customers more than usual however it is important to note that they never ask for personal information (the exception is that Utility Billing will get some when an account is first set up) and they are always happy to provide proof that they are, in fact, City employees.

Below are procedures implemented for City employees when a customer wants verification that we are who we say we are. We are happy to comply with these procedures.

Employees if in doing your work you encounter a customer who challenges your identity as a City worker please do the following:

- Offer to show them your City employee identification card.
- Point out that you are wearing a City issued shirt/jacket and driving a vehicle with a City logo.
- Suggest they call our office for verification (769 2210).
- If necessary suggest that they may call City Hall and ask for Human Resources (769 2300) to verify that you are indeed a City employee.