



Safety and Security Protocols

Spotting a Pennichuck Employee

Why do we need to gain access to your home?

- This is vital for properly preparing a design for all service connections!
- We need to take note of certain information regarding your property...
 - Such as: your well, septic system, entry point of your well line, type of water fixtures, major landscape features, irrigation systems, sheds, structures, and pools!

How do you know the person attempting to gain access to your property is truly a Pennichuck employee?

- Pennichuck employees will not attempt to gain access to your home without a prearranged appointment.
 - Please note: There will be crews from Pennichuck or our subcontractors working in the area, but not directly on your property.
- Look for the Pennichuck logo on all of our employees clothing! Every employee attempting to gain access to your home will be wearing it.
- Every employee will have a Pennichuck badge with the following information:
 - Employee name
 - Employee picture
 - Badge number
 - The Company “800” number

What are the ways you can confirm the employee’s identity?

- All employees will be carrying Pennichuck business cards. These cards will contain the Pennichuck logo and Company 800 number. Each employee will write their badge number on this card. You may call the 800 number located on the card and our Customer Service department will be happy to confirm their identity for you using the badge number!
- Most employees will be driving vehicles containing the Pennichuck logo.
 - Please note: Some individuals may be driving vehicles without logos. The Litchfield police department and our Customer Service department will have a list of these vehicles, including make, model and registration number, which can be confirmed with those entities.

Please note:
Pennichuck’s logo may appear in two of the following formats:



The safety of our customers is one of Pennichuck’s main priorities. A company representative is available 24/7 to address any questions or concerns you may have. Our company number is 800-553-5191.