

FAQs

**How do I know if I'm being scammed, either on the phone or in person?**

You may be subject to a scam if:

- You receive a phone call at your home or business from someone claiming to be from Eversource, saying that your utility service will be shut off within a few hours if an immediate payment of a past due balance is not received, and you have not received advance WRITTEN notice from Eversource that your service will be turned off for nonpayment. The caller may also request immediate payment at a third-party location, like a grocery store, or using a cash card like a Green Dot VISA Card.
- You receive a phone call or visit from an individual selling “discounted power” and claiming to be representatives or partners of Eversource. These individuals are not affiliated with Eversource and are most likely either scammers or third-party suppliers using deceptive marketing tactics.
- You receive a phone call, email or visit from a person requesting your utility bill, or asking you to provide your account number, to an unsolicited individual, in person, on the phone, or online. Scammers and aggressive salespeople are using this information to switch your electric supplier, in a tactic known as “slamming.” Legitimate utility company representatives will never ask for this information
- Someone appears at your door asking to enter your house to check your service or meter and:
  - a. you have not called for service; or
  - b. received advance WRITTEN notice from the utility company that they will be coming; or
  - c. this individual does not have verified credentials.
- If you believe a scam artist is attempting to enter your home or property, contact the utility company and if you cannot verify the individual’s credentials, contact law enforcement immediately.

**What types of scams should I look out for?**

Scammers may contact customers by phone, email or in-person, at their home or business. Here are some recent types of utility customer scams that have occurred around the country:

1. Green Dot MoneyPak/Phone Scams: This scam targets small commercial businesses and residential customers demanding

cash equivalent payments to avoid service disconnection. The scheme works like this: Customers receive a call from someone claiming to be from Eversource, telling them their electric service is scheduled for immediate disconnection and they need to make a payment at a third-party location, such as a grocery store, or by purchasing a temporary pre-paid credit card available at many convenience stores (also known as a Green Dot MoneyPak). After the customer purchases the card, he or she is told to call back and provide a receipt and PIN number. Once that information is obtained, the scammers transfer the money from the card.

2. Federal Assistance Scam: This scam is a phony nationwide program offering to credit or pay utility bills in exchange for personal information, including social security numbers. The scam, which has been reported in a number of states, claims that President Barack Obama is providing credits or applying payments to utility bills. Customers are also being reached by text messages, social media and email.
3. Online Bill-Pay Scam: This scam involves emails containing mock links to online bills and asks for additional information before collecting payment. If you receive your bills online, compare your latest emails, and beware of links that redirect you to other websites. Remember, you can safely view your bills online by logging directly into your account at [www.eversource.com](http://www.eversource.com).
4. Door-to-Door Scam: This scam involves someone showing up at a home pretending to be on a service call and requesting personal information or access to the property. Never provide personal information or utility bill information to anyone that appears at your door. If you do not have a scheduled appointment with a utility technician, always ask to see a valid ID and verify the identification of the person with the utility company before allowing them into your home or on your property. All utility employees and contractors are required to wear and display ID badges. In most instances, scammers will quickly depart if you inform them you are calling to confirm their identity.
5. Discounted Power Scam: This scam involves individuals not affiliated with Eversource calling or visiting a customer's home selling "discounted power" and claiming to be a partner or representative of Eversource. Eversource rarely makes unsolicited phone calls and would never solicit door-to-door

	<p style="text-align: center; color: red;">on behalf of a competitive supplier.</p>
<p><b>How can I tell that these calls or visits are not legitimate?</b></p>	<p>Customers should always call us directly to confirm any offers or requests for payment or the identification of unexpected utility representatives. Please remember:</p> <ol style="list-style-type: none"> <li>1. <b>Never</b> allow an unexpected visitor claiming to be from the utility company to enter your home. <b>Always</b> tell the person to wait outside and obtain the individual’s credentials and identification number and call us directly to confirm their identity.</li> <li>2. <b>Never provide personal financial information to any unsolicited individual</b>, in person, on the phone, or online, even if the individual seems legitimate. Call us to confirm any offers or requests.</li> <li>3. <b>We would never ask you to purchase prepaid cards. You have multiple, convenient options to pay your bills</b>, including direct debit, check, credit card and cash..</li> <li>4. <b>Customers who are scheduled for disconnection due to nonpayment receive written notice</b> that includes the actions they can take to maintain service.</li> <li>5. <b>All employees carry clearly visible company-issued identification, and any electrical contractors working with us carry documentation</b> explaining the nature and location of their work. Customers can always call us to verify this information.</li> <li>6. Regardless of what the caller claims to know about your account, including basic account information, if the caller is requesting payment with a cash card, hang up immediately and contact us directly to verify the call was legitimate.</li> <li>7. <span style="color: red;">Though customers do have the option of choosing a competitive energy supplier, and most competitive suppliers do follow the rules, please do your due diligence and check the validity of any company or offer being made before providing any financial or account information. If you don’t feel comfortable, close the door or hang up the phone. You can view a list of current supplier offers in your state at:</span>  CT: <a href="http://www.energizect.com/compare-energy-suppliers">www.energizect.com/compare-energy-suppliers</a>  MA: <a href="http://www.mass.gov/eea/grants-and-tech-assistance/guidance-technical-assistance/agencies-and-divisions/dpu/utility-prices/">http://www.mass.gov/eea/grants-and-tech-assistance/guidance-technical-assistance/agencies-and-divisions/dpu/utility-prices/</a>  NH: <a href="http://www.puc.state.nh.us/consumer/energysuppliers.htm">www.puc.state.nh.us/consumer/energysuppliers.htm</a> </li> </ol>
<p><b>What should I do if I believe a scam artist has contacted me?</b></p>	<ol style="list-style-type: none"> <li>1. Be sure to report any incidents of potential fraud or identity theft to local law enforcement and the Federal Trade Commission by calling 1-877 FTC-HELP. You can file a complaint</li> </ol>

	<p>in English or Spanish at <a href="https://www.ftc.gov/complaint">ftc.gov/complaint</a>.</p> <ol style="list-style-type: none"><li data-bbox="618 69 1446 142">2. <b>Call us to report any potential scam activity or if you believe you are the target of improper solicitation.</b></li><li data-bbox="618 149 1425 258">3. Please share this information with your family, friends and neighbors. Let's work together to make it difficult for scammers to succeed.</li></ol>
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