

News Release

Eversource Urges Customers to Remain Vigilant After Increased Reports of Scams, Provides Tips to Stay Safe

Robocalls and emails among methods scammers are now using

BERLIN, Conn. (February 4, 2021) – The classic utility scam typically involves a caller threatening to disconnect a customer’s electric or gas service because of an unpaid bill and demanding immediate payment. In the case of a Plainville-based company, scammers posing as Eversource have continued to target them – threatening to shut off power unless an immediate payment was made.

“We get scam calls all the time. Last month alone we got multiple calls threatening to disconnect our power,” said Kim Masse of Northeast Garage Door Systems, LLC. “They have been robocalls telling us to ‘press 1 to pay.’ I went online to insure my Eversource bill was correct and I contacted a company representative. I even called the robocall number back and got a recording that it was an unworkable number. I hope my story helps other businesses identify the red flags so they can avoid falling victim to these scammers.”



Eric and Kim Masse of Northeast Garage Doors, Plainville

In addition to scams like the one targeted at Northeast Garage Door Systems, Eversource is warning customers about new techniques being employed to steal customers’ money. Some of the energy company’s customers have reported receiving a call from someone claiming to be from Eversource and using a real employee’s name offering a discount on their electric bill. Others have reported receiving an

email that contains the Eversource logo. These are new deceptive tactics scammers are using to steal someone's money and sensitive personal information.

“Scammers are constantly changing their tactics to take advantage of unsuspecting customers, and that's why we're always working to raise awareness,” said Eversource Senior Vice President and Chief Customer Officer Penni Conner. “Northeast Garage Door Systems did exactly what we always advise our customers to do if they receive a phone call, email or visit that doesn't feel right – don't panic and don't pay. We will never threaten to disconnect your service or demand instant payment.”

Throughout the COVID-19 pandemic, scammers have increased their calls, texts, emails, and in-person visits to convince people to make payments to avoid service disconnection. Scammers are opportunists – often targeting the most vulnerable, including senior citizens and low-income communities. They also create panic for business owners and even major manufacturers, threatening to disrupt their most critical hours of operation.

The energy company offers the following tips to help avoid becoming a victim:

- Eversource representatives never demand instant payment over the phone, require the use of pre-paid debit cards or request customers meet at a payment center to make the payment.
- Never provide personal financial or account information to any unsolicited person on the phone, at the door or online, even if they seem legitimate.
- Beware – some sophisticated scammers can manipulate their caller ID to say the caller is with Eversource.
- Customers who are scheduled for disconnection due to nonpayment receive a written notice that includes information on how to maintain their service.
- Customers can verify they are speaking with an Eversource representative by asking for some basic information about their account like the name on the account, the account address, and the exact past due balance.

Eversource urges anyone who believes they are a target of improper solicitation to immediately contact local law enforcement. Customers are also encouraged to contact the energy company at 1-800-286-2000 if they receive a call, text, email or if someone shows up at your door to verify it's Eversource. For more information on how to protect personal information and avoid becoming a victim of utility scams, visit [Eversource.com](https://www.eversource.com) and the [Utilities United Against Scams](https://www.utilitiesunitedagainstscams.com) websites. Concerned customers can also report scams and fraudulent activity by calling the Connecticut Attorney General's Consumer Assistance Unit at 860-808-5420.

Eversource (NYSE: ES), celebrated as a national leader for its corporate citizenship, is the #1 energy company in [Newsweek](https://www.newsweek.com)'s list of America's Most Responsible Companies for 2020 and recognized as one of America's Most JUST Companies. Eversource transmits and delivers electricity to 1.27 million customers in 149 cities and towns, provides natural gas to 246,000 customers in 74 communities, and supplies water to approximately 216,000 customers in 52 communities across Connecticut. Eversource harnesses the commitment of approximately 9,000 employees across three states to build a single, united company around the mission of safely delivering reliable energy and water with superior customer



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service. The #1 energy efficiency provider in the nation, the company is empowering a clean energy future in the Northeast, with nationally-recognized energy efficiency solutions and successful programs to integrate new clean energy resources like solar, offshore wind, electric vehicles and battery storage, into the electric system. For more information, please visit eversource.com, and follow us on [Twitter](#), [Facebook](#), [Instagram](#), and [LinkedIn](#). For more information on our water services, visit aquarionwater.com.

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