

*Darienite*

*News for Darien*

<https://darienite.com>

---

## **Darien Police Warn Residents About Calls from Phony Eversource Representatives**

**Author :** David Gurliacci

**Categories :** [Public Safety](#)

**Tagged as :** [Eversource Phone Scam](#)

**Date :** April 26, 2019

The Darien Police Department is warning residents about a phone scam that is targeting our area. The scam involves the caller posing as a representative of Eversource CT.

*— an announcement from Darien Police Department*

The caller instructs the victim to download an app onto a computer or cell phone and wire money, otherwise their electricity will be turned off within 30 minutes.

The following tips can help avoid falling victim to this type of scam:

### **RECOGNIZE COMMON SIGNS OF A SCAM**

- Threatening phone calls demanding immediate payment to avoid shutoff, without prior notification.
- Asking for personal or account information.
- Insisting on a specific, often non-traceable, form of payment.
- Providing an unfamiliar callback number.

### **IMPORTANT FACTS YOU NEED TO KNOW**

- Eversource representatives never ask for instant payment in person or over the phone.
- Eversource representatives do not require the use of pre-paid debit cards (such as Green Dot MoneyPak, Vanilla or Reloadit).
- Eversource representatives never request customers meet at a payment center, such as a department or grocery store, to make a payment.
- Eversource does not solicit door-to-door or on the phone on behalf of third-party energy suppliers.
- Eversource representatives always carry company-issued photo identification and will always provide it when asked.
- Contractors working for Eversource always carry documentation explaining the nature and location of their work.
- Customers who are scheduled for disconnection due to nonpayment receive written notice via the U.S. mail which includes the actions they can take to maintain service.
- Eversource almost never makes unsolicited house visits. Exceptions might include accessing, maintaining, or ensuring the reliable and safe operation of our equipment.
- If you're not sure the person is an Eversource employee, call us. We'll be glad to verify if work is scheduled at or near your home or business and the identity of the employee.

If something seems suspicious, call Eversource immediately toll-free at **800-286-2000**. Also be sure to report this to your local law enforcement.