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News for Darien

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Eversource: Don't Be Scammed — Our Employees Never Solicit Door-to-Door

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Eversource business and residential customers across Connecticut continue to be targeted by scammers employing myriad tactics to trick people out of their money or into providing personal financial information.

Most recently, scammers have been going door-to-door, posing as Eversource employees or claiming to be a “representative” of the company.

In light of this, the company is renewing a reminder to customers that its employees all carry proper identification and would never solicit door-to-door or over the phone on behalf of a third-party energy

supplier.

“If anyone suspects that someone is impersonating an Eversource representative, they should contact us immediately and report it to local police,” said Penni Conner, Senior Vice President and Chief Customer Officer at Eversource. “The key to stopping these scammers in their tracks is don’t panic, don’t pay and don’t provide any personal information.”

— *an announcement from Eversource*

Though electricity customers in Connecticut do have the option of choosing a competitive energy supplier, Eversource urges them to do their due diligence and check the validity of any company or offer being made. The Public Utilities Regulatory Authority oversees competitive suppliers and maintains [a list of current offers](#) available from them.

All Eversource employees carry company-issued identification, and any electrical contractors working with Eversource carry documentation explaining the nature and location of their work. Customers can always call Eversource to verify this information.

Tips to help avoid becoming a victim:

- Eversource representatives never demand instant payment in-person or over the phone, don’t require the use of pre-paid debit cards (such as Green Dot MoneyPak, Vanilla or Reloadit cards) and never request customers meet at a payment center, such as a department or grocery store, to make the payment.
- Never provide a copy of your bill, personal financial or account information to any unsolicited person on the phone, at the door or online, even if they seem legitimate.
- Customers who are scheduled for disconnection due to nonpayment receive 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.
- If you don’t feel comfortable, close the door or hang up the phone.
- Eversource accepts several methods of payment and has multiple convenient payment options for its customers. The company urges anyone who has doubts about the legitimacy of a call, visit or an offer, to contact them directly at 1-800-286-2000.

More information on how to protect personal information and avoid being a victim of utility scams is available [here](#).

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About Eversource

Eversource (NYSE: ES) transmits and delivers electricity to 1.2 million customers in 149 cities and towns and provides natural gas to 226,000 customers in 72 communities in Connecticut.

Recognized as the [top-ranked “green” utility](#) in the U.S. by Newsweek magazine, Eversource harnesses the commitment of its approximately 8,000 employees across three states to build a single, united company around the mission of delivering reliable energy and superior customer service.

For more information, please visit our website (www.eversource.com) and follow us on Twitter ([@EversourceCT](#)) and Facebook ([facebook.com/EversourceCT](https://www.facebook.com/EversourceCT)).