

News Release

Eversource Warns Customers to be Cautious of Individuals Posing as Company “Representatives”

Customers urged to never provide account information to unsolicited individuals

BERLIN, Conn. (August 17, 2016) – Eversource business and residential customers across Connecticut continue to report receiving unsolicited phone calls and home visits from individuals selling “discounted power” and claiming to be “representatives” or “partners” of Eversource. In light of this, the company is warning customers that these individuals are not affiliated with Eversource and are most likely either scammers or third-party suppliers choosing to use deceptive marketing tactics.

“If you’re receiving phone calls from someone saying they’re a ‘representative’ of Eversource and offering to sell you discounted power, this is not us. We are a regulated delivery company and don’t market electricity supply to our customers,” said Penni Conner, Senior Vice President and Chief Customer Officer at Eversource. “Though electricity customers in Connecticut do have the option of choosing a competitive energy supplier, and most competitive suppliers do follow the rules, we urge customers to do their due diligence and check the validity of any company or offer being made.”

Eversource rarely makes unsolicited phone calls and would never solicit door-to-door on behalf of a competitive supplier. All Eversource employees carry company-issued identification, and any electrical contractors working with the company carry documentation explaining the nature and location of their work. Customers can always call Eversource to verify this information.

Customers considering a switch to a third-party supplier are urged to evaluate factors such as the length and terms of a contract with a supplier, cancellation fees or other related information before providing any financial or account information. The Connecticut Public Utilities Regulatory Authority licenses competitive suppliers in the state and maintains a [list of current offers available from suppliers](#).

Reminders:

- Never provide a copy of your utility bill or account information to any unsolicited person on the phone, at the door, or online, particularly if you question their legitimacy.
- 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 balance due.

- If you don't feel comfortable, close the door or hang up the phone.

Eversource urges anyone who believes they are the target of improper solicitation to please contact them directly at 1-800-286-2000. The company tracks these types of customer concerns and reports them to state regulators. Eversource.com provides more information on how to protect personal information and avoid becoming a victim of utility scams.

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 in 2015 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](https://twitter.com/EversourceCT)) and Facebook (facebook.com/EversourceCT).