

# *State Representative* CATHERINE ABERCROMBIE

PROUDLY SERVING MERIDEN, BERLIN AND KENSINGTON



## 2019 LEGISLATIVE SESSION

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*State Representative*  
**CATHERINE ABERCROMBIE**



Dear Neighbor,

I am reaching out as your elected official, to let you know about the growing issue of utility scammers. These scammers go door to door or make phone calls to utility customers posing as legitimate representatives of Eversource. Eversource and the Better Business Bureau teamed up and made a list of recommendations on how to avoid falling for one of these scams.

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 has doubts about the legitimacy of a call, visit or an offer, to contact the company directly at 1-800-286-2000. Eversource.com provides more information on how to protect personal information and avoid being a victim of utility scams.

Sincerely