

News Release

Eversource Urges Customers to Remain Vigilant Against Scams *Scammers use sly tactics to swindle money from unsuspecting customers*

SPRINGFIELD, Mass. (April 21, 2021) – With scam artists aggressively targeting utility customers, Eversource is warning people to be on the lookout for new tactics being used so they don't fall victim. Scammers continue finetuning their techniques, including using phony caller IDs that display "Eversource" and scripts that sound like a legitimate company representative threatening to disconnect their electric or gas service because of an unpaid bill.

"Unfortunately, these scammers sound legitimate and with a phony caller ID they're even more convincing – so we all need to have our 'guard up' more than ever," said Eversource Senior Vice President and Chief Customer Officer Penni Conner. "These scam artists sound sophisticated and are ruthless. That's why we're reminding customers to beware – if they get a call and the caller's message doesn't look or sound right – don't panic and don't pay. Remember, we will never threaten to disconnect service or demand instant payment over the phone."

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 their local law enforcement. Customers are also encouraged to contact the energy company at 1-877-659-6326 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).

Eversource (NYSE: ES), celebrated as a national leader for its corporate citizenship, is the #1 energy company in [Newsweek's](#) list of America's Most Responsible Companies for 2021 and recognized as one of America's Most JUST Companies. Eversource transmits and delivers electricity and natural gas and supplies water to 1.8 million customers throughout Massachusetts, including approximately 1.45 million electric customers in 142 communities, 635,000 gas customers in 110 communities, and 6,700 water customers in two communities. Eversource harnesses the commitment of approximately 9,300 employees across three states to build a single, united company around the mission of safely delivering reliable energy and water with superior customer 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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