



News Release

Eversource Provides Tips to Protect Customers from Scams as the Holiday Season Approaches

Energy company reminds customers to remain vigilant as scammers continue to exploit COVID-19 pandemic

MANCHESTER, New Hampshire (November 18, 2020) — With sophisticated scammers constantly finding unique ways to exploit utility customers, Eversource is always working to help customers protect themselves from being targeted. In addition to an increase in scam activity related to the COVID-19 outbreak, the energy company is warning its customers of the seasonal spike in utility scams as the holidays approach. In recognition of Utility Scam Awareness Week, Eversource is joining energy companies across the country in helping customers identify the signs of scammers to keep themselves and their families safe.

“The health and safety of our customers is paramount, and that’s why we’re always working to raise awareness for the deceptive tactics scammers use to steal people’s money and sensitive personal information,” said Eversource Senior Vice President and Chief Customer Officer Penni Conner. “If you suspect that



you're being targeted by a scammer, please call your local police to report the incident right away. Eversource will never demand instant payment over the phone or ask for personal information in an unsolicited call, text message or email. If someone shows up at your home or calls you and demands immediate payment, don't panic, and don't pay. Please call us directly at 800-662-7764 to verify that it's not us."

The most common utility scam involves customers receiving a phone call warning that their service will be shut off because of unpaid bills. The scammer claims to be a representative from Eversource and tells the customer that in order to avoid an immediate shutoff, they need to settle an overdue bill by providing a credit card number or a prepaid debit card. In many cases, the scammer can manipulate the caller ID to display "Eversource," creating a greater sense of confusion and urgency. Both businesses and homeowners have been targeted by this type of scam, with businesses often contacted at a time of day when losing power would have a devastating impact on their ability to serve customers.

"A common tactic scammers use is creating fear and panic to trick utility customers into making a hasty payment or providing sensitive personal information," said New Hampshire Public Utilities Commission Director of Consumer Services Amanda Noonan. "We want to make sure consumers know how to spot the red flags of utility scams so that they can protect themselves if they're targeted. Customers should never give out their personal information or utility account information, unless they have initiated the call and know the identity of the company they are speaking with. If you receive a suspicious call, hang up and call your utility back directly."

Eversource urges anyone who believes they are a target of improper solicitation to immediately contact local law enforcement. For more information on how to protect personal information and avoid becoming a victim of utility scams, visit Eversource.com and the Utilities United Against Scams websites. Customers can also report scams and fraudulent activity by calling the New Hampshire Public Utilities Commission at 603-271-2431.

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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 2020 and recognized as one of America's Most JUST Companies and the #1 utility by [Forbes](#) and [JUST Capital](#). Eversource is New Hampshire's largest electric utility, serving more than 519,000 homes and businesses in 211 cities and towns, and also supplies water to approximately 9,500 homes and businesses in Hampton, North Hampton and Rye. Eversource is proud to be recognized as the #1 contributor to United Way in New Hampshire. Eversource harnesses the commitment of

approximately 8,300 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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