



New Scam Alert

By Mark Mathias

I was out running some errands and I received a call from someone claiming to be an Eversource technician. He said that my bill was overdue and my home had been “red tagged” for immediate shutoff. He confirmed my name and address, although I never acknowledged that he was speaking to me or that my address was correct. I said that I was not aware of any missed payments. He said that two letters had been sent. I said I hadn’t received any such notices.

Thinking something was off, I said I'd go home and call the phone number on my Eversource bill to find out what's wrong.

Upon returning home, I found my latest Eversource bill as well as the receipt from my Wells Fargo online bill pay.

I then called Eversource and talked to an agent. Note that Eversource’s Customer Support office is closed on the weekends, so I dialed in to report an outage and I ended up speaking to a live person.

What I learned from the Eversource agent is that:

- My account is in good standing;
- I had NOT been sent any shutoff notices; and
- The people who shut off power don’t work on the weekends.

The main take-away from this is: when someone calls you saying they’re from a company, don’t believe them. Find out what they’re telling you, then find an official communication from the company, either an invoice or the back of a credit card issued by them, and call THAT number to discuss the matter.

I ALMOST wish I would have played along and had the person come to my home for a payment and then coordinate with the Westport Police Department to apprehend the person in my driveway, but I didn't think about it at the time and was simply happy to not get scammed.

Submitted by Y's Men Mark Mathias

Mark is happy to take calls if you have questions. mark@mathias.org.