

NATIONAL GRID DEMANDS SCAM

National Grid electric customers have received telephone calls from individuals claiming to work for National Grid. These scammers demand payment, through a pre-paid card, on past due balances for electric accounts and threaten customers that their service will immediately be shut-off for non-payment. In some cases the caller also tells the customer that they may have a faulty meter that is dangerous and in need of replacing for a substantial fee. The electric meter is the property of National Grid. Customers are not responsible for meter replacement costs. Callers are then directed to purchase a pre-paid card to make an immediate payment in order to keep their power on.

National Grid does contact customers with past due balances by phone to offer payment options, but never demands direct payment over the telephone. If customers wish, they can arrange for a payment by check, credit card or debit card if they speak directly to a customer service representative. Payment can also be made by credit card or debit card without a representative's assistance. Customers who have received calls demanding immediate payment through a pre-paid card or who may have been given fraudulent phone numbers for National Grid should make note of the company's published customer service number. To verify information and for any billing-related questions in New England, customers should call National Grid's Customer Contact Center at 1-800-322-3223

Many of these scams are using technology that gives them the phone number of someone in the area (413-628-XXXX or 413-625-XXXX). This may or may not be a valid phone number, you may recognize the number as a friend or relative in the area. This is a ploy to get you to answer your phone, you are more likely to pick up something recognizable than a number from another state.

The best thing we can do is keep you informed!

Do NOT give out any information to anyone you do not trust. If you have a question regarding a phone call you have received and believe it may be a scam, take down the phone number, do not give them any information and contact this Department.

As always, the station door is open for any questions, concerns or issues.

Chief Beth Bezio