

PRESS RELEASE

Released by: Joseph A. Foster, Attorney General

Subject: New Hampshire Consumers warned about scam calls threatening to shut-off utility services unless fraudulent payments are made.

Date: September 27, 2013

Release Time: Immediate

Contact: James T. Boffetti, Senior Assistant Attorney General
Consumer Protection and Antitrust Bureau
(603) 271-0302

Amanda O. Noonan, Director Consumer Affairs
New Hampshire Public Utilities Commission
(603) 271-2431

CONSUMER ALERT

Attorney General Joseph A. Foster and the Public Utilities Commission's Director of Consumer Affairs Amanda O. Noonan warn New Hampshire utility customers about a scam currently operating in the state. A number of consumers have complained of receiving calls from individuals pretending to be with the customer's utility company. The caller says that the customer has a past due balance on his or her utility account and then threatens the customer with disconnection of the utility service unless the delinquent amount is paid. Typically, the calls are made to small business customers late in the day and the customer is given only a few hours to make the payment. These calls are not coming from New Hampshire utility companies. Utility customers who are scheduled for disconnection due to nonpayment receive written notice a minimum of 14 days prior to any proposed disconnection date and the notice includes information about action they can take to maintain service.

Consumers receiving these types of calls should not provide any type of financial information to the caller, including credit card or bank account information, and should not make any payment. Calls should be reported to the Public Utilities Commission at 1-800-852-3793. Consumers can also call the Attorney General's Consumer Hotline at 1-888-468-4454.