

Office of Risk Management

RISK ALERT

No. 2021-10

Re: National Grid Scam

August 3, 2021

One of our parishes was recently the target of an elaborate scam, in which a caller purporting to be from National Grid tried to convince the parish to process payment over the phone or risk having their electricity shut off. Upon investigation, the pastor learned that they do not receive electricity through National Grid but Eversource. In response, the caller claimed that Eversource had been bought out by National Grid. This is false: **Eversource has not been bought out by National Grid.**

The scammer is betting on the chance that most business managers will simply make the payment without investigation and seems to be using a response about a merger or buy out to better peddle their scam. They may be targeting parishes.

You can find more information about utility scams from National Grid here:

<https://www.nationalgridus.com/Our-Company/Scam-Alert>.

Some simple steps will prevent you from falling victim to this type of scam:

- **Never make a payment if you are threatened with immediate service termination.** Per National Grid, this is not their process. They may request a payment over the phone but will leave the method of payment up to the account holder.
- **Do not make payments through unusual payment methods.** National Grid does not accept payments through wire transfer or prepaid cards. Additionally, Eversource does not accept payments through gift cards, prepaid debit cards, or bitcoin.
- **Know your utilities providers.** Verify your providers for electricity and gas (if separate) with the facilities manager before making any payments and verify your account status directly with the provider. If the caller cannot identify the last five digits of your account number, they are not from National Grid. Never offer personal or financial information to someone you are unable to identify.

Reporting Fake Invoices

If your business or organization is targeted by a payment scam, please contact the Office of Risk Management (ormlosscontrol@rcab.org). You can report incidents through National Grid or Eversource Customer Service, as well as local law enforcement officials.

For more information about Utility Scams, visit: <https://www.utilitiesunited.org/>.