

Beware of Phone Scammers Posing as NYSEG Representatives

NYSEG continues to learn of fraudulent activities – nationwide and locally – where customers are contacted and asked to pay current or past due charges; and these “payments” go to scammers. Some customers are being told over the phone that their utilities will be shut off if they do not act quickly. Utility customers can be a convenient target for these scammers because unlike retail business customers, most everyone is a customer of an energy company and pays utility bills.

Take the following precautions to avoid falling victim to a scam:

- **DO NOT** make any payments over the phone to anyone who contacts you or asks you to dial a different number.
- Never provide your Social Security number, credit card number or bank information to anyone requesting it (over the phone or in person) unless you initiated the contact and feel confident that the transaction is legitimate.
- You can easily verify the identity of any NYSEG employee: ask for their employee number or their photo ID card (if in person). Then contact NYSEG at 1.800.572.1111 to verify their identity and the nature of their business. NYSEG employees are happy to comply with an identity verification request.
- NYSEG does not ask customers to purchase debit cards (like Green Dot cards) to make payments.

The following tips apply to making routine payments to your NYSEG account:

- Do not rely on e-mail links. Always type the NYSEG Web address when making an online payment at nyseg.com. While at nyseg.com, you can also check your account balance and any past-due amount status.
- When making a payment by phone, always ensure you are dialing NYSEG phone numbers: 1.800.572.1111 (customer service); 1.888.315.1755 (payment arrangements) or 1.800.600.2275 (self-service line). You can also check your account status by phone.
- If you are mailing your payment, the NYSEG address is:
NYSEG, P.O. Box 847812, Boston, MA 02284-7812.
- Pay in person at an authorized pay agent, a Walmart location or one of NYSEG’s walk-in office locations.
- If you pay your bill using your own payment service (for instance, your bank) always follow the payment service’s instructions to ensure your account security.

Remember, if information about your account balance doesn’t match what you expect, or if something sounds too good to be true or it probably isn’t true. It pays to protect yourself from scams. If you have fallen victim to a scam, immediately contact the **Federal Trade Commission** (1-877-FTC-HELP) or the Tompkins County Sheriff at 272-2444.