



AVON POLICE DEPARTMENT

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"To Protect and To Serve"

MARK RINALDO
CHIEF OF POLICE

Press Release

Local Business Warning – Connecticut Light and Power Scam May 14, 2014

The Avon Police Department is warning local businesses and residents of a recent scam whereby the “scammers” are pretending to be representatives of Connecticut Light and Power (CL&P). Since the beginning of May 2014, the Avon Police Department has investigated eight complaints from local businesses regarding this “CL&P” scam. It is documented that the business receives a phone call from someone claiming to be a CL&P representative. The caller then tells the business owner or worker that they have a past due balance on their CL&P bill and if they do not pay the balance, their power will be shut off within the next 45 minutes. The caller instructs the business to go to CVS Pharmacy and purchase “green dot cards” (a form of pre-funded debit card which cannot be tracked as to where the funds are paid to) in the amount they say is past due to CL&P and then call them back with the serial number of the “green dot card”. The funds that have been pre-loaded on the “green dot card” are then able to be accessed by the “scammers”. These scam callers are able to recite the business’ actual CL&P account number and current balance, which makes the call seem authentic. Also, the scam caller’s telephone number appears on caller ID as a “real” CL&P telephone number, again, to appear as though it is a legitimate call.

CL&P is aware of this scam and is working with the Avon Police Department. CL&P has provided the following statement:

"Unfortunately, this is a persistent issue we are seeing across the country, with scammers trying to take advantage of utility customers by misrepresenting themselves as employees," said Penni Conner, Senior Vice President and Chief Customer Officer at Northeast Utilities, parent company of CL&P. "We will continue our proactive outreach to remind customers to never give out their personal financial information over the phone. If customers are skeptical, we urge them to report the incident to our customer service department at [800-286-2000](tel:800-286-2000), or to the local authorities."

If you have been a victim of this scam (or any other type of scam), please contact our main number, 860-409-4200, to file a police report.

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