

Tuesday, January 26, 2016

today

[Contact Today@Eversource](mailto:ContactToday@Eversource)

[ES Stock](#): 51.64, up 0.06

Eversource Helps Customers Avoid Scams

The New Year is in full swing and so are scams zeroing in on utility customers across the country and right here. Already in 2016, residents and businesses in several towns around New England have been targeted. While the scammers keep changing the scenario, the scheme to get people to “pay up” remains basically the same. The scammers, often sounding legitimate and quite convincing, threaten to shut off electric service immediately unless instant payment is made by a prepaid debit card. So Eversource and the Better Business Bureau are warning customers to beware and know the tell-tale signs of the scams so they can avoid becoming a victim.

Eversource Media Relations team has issued press releases in all three states to heighten customer awareness. Included in the releases are the following tips to help avoid becoming a victim:

- Eversource representatives never demand instant payment over the phone, don't require the use of pre-paid debit cards (such as Green Dot, MoneyPak, Vanilla or Reloadit prepaid cards) and never request customers meet at a payment center, such as a Walmart or Big Y grocery store to make the payment.
- Never provide personal financial or account information to any unsolicited person on the phone, at the door or online, even if they seem legitimate.
- Customers who are scheduled for disconnection due to nonpayment receive written notice that includes information on how to maintain their service.
- Customers can verify they are speaking with an Eversource representative by asking for some basic information about their account like the name on the account, the account address, and the exact past due balance.

As you know, Eversource accepts several methods of payment and has multiple convenient payment options for its customers. The company urges anyone who has doubts about the legitimacy of a call, visit or an offer, to contact us. Eversource.com provides more information on how to protect personal information and avoid being a victim of utility scams.

New Lighting Technologies Focus of Webinar, Seminar

Last week, more than 350 business customers across all three states attended a webinar hosted by Eversource, called “The Big Picture for Lighting 2016.” This webinar was the third in a series of webinars dedicated to the topic of energy efficiency, and discussed new technologies and the significant savings associated with high-efficiency lighting, like LEDs. The presentation also covered the resources available from Eversource, including rebates and incentives, specifically for our business customers. **John Kibbee** of Energy Efficiency and an EE consulting group presented during the webinar.

Prior to the webinar, an internal training session was held with the Energy Efficiency team in the Berlin Auditorium, which covered lighting applications and controls, and human centric lighting, which studies how lighting can improve alertness, sleep, mood and productivity. Future webinars in the energy efficiency series will cover HVAC equipment upgrades and replacement; air compressor upgrades and replacements; motors and VFDs; and energy efficient process improvements for commercial and industrial customers. Click [here](#) to view the webinar presentation.

Training to Help Us Keep Our Network Safe and Secure

Unsolicited scam emails continue to be the most common starting point for the risk of a computer virus or a data breach and these “phishing” emails are difficult to detect. While our IT Security team is immediately notified of malware intrusions by IT monitoring tools, enabling a fast response, everyone's vigilance in this area is the best defense. To help all of us increase our awareness and success in identifying and never opening scam emails, IT regularly sends simulated phishing emails that imitate real cyber phishing attacks. If an employee opens the attachment within the link, an educational program on phishing opens that the employee needs to complete. Always follow these best practices at work and home:

- Don't open an attachment you aren't expecting.
- Don't click on links in email messages you are not expecting, or those from an unfamiliar address.
- Look at the context of the email. Why is it being sent? Do you normally receive attachments like this in your daily work?
- Look at the sender of the email. Do you normally receive documents from this person?
- If you are ever unsure, simply do not open the attachment or click the link. Call the sender to verify that an email was intended to be sent to you.
- You should delete any suspicious email or send it to SpamFeedback@eversource.com, an account monitored by IT Security.

Fastview Scheduled for Retirement

The existing Fastview GIS desktop viewer application is scheduled for retirement on **Saturday, January 30**. Fastview will no longer be available after this date. For GIS viewing for eastern Massachusetts, the new ArcFM Viewer will be used. Online training for the new ArcFM Viewer through Learning Central is available. For issues regarding the use of the ArcFM Viewer, please contact the IT Support Center by submitting a ticket through the [ITSC Web Site](#) or call 860-665-4357.

Did You Know

Many Eversource communities offered thanks for our efforts during last weekend's storm:

"I just received the Robocall from Eversource and it was fabulous. Great information! Please share my sentiments to those individuals responsible." – First Selectman Nina Daniel, Weston, Connecticut.

"Nothing like teamwork when times are tough. We greatly appreciated your efforts in North Stonington." – Emergency Management Director Gary Baron, North Stonington, Connecticut.



Lights, Camera...

*Underground Lineworker **Ben Breen** affixes a GoPro camera to his helmet prior to running cable under Boylston Street in Boston. Ben and other Eversource employees worked with a film crew from "T&D World," who were shooting a "How to" video on pulling cable for their website.*