

**Imposters and scammers posing as utility workers are robbing customers at their doors and over the phone.**

Every National Grid employee carries a photo ID card, and any contractor doing work for the company is also required to carry a National Grid ID. If someone requesting entry into your home or place of business does not show an ID card, don't let them in.

**Phone Numbers:**

Call National Grid at **1-800-930-5003** for Nassau, Suffolk County and the Rockaway Peninsula.

**718-643-4050** for Brooklyn, Staten Island and parts of Queens.

If customers feel there is an immediate danger, they should call 911.

The company has the following operating procedures currently in place for our service technicians and meter readers should they require access to customers' homes:

- National Grid employees and contractors have visible photo identification badges with the company logo and wear uniforms with the company name and logo when conducting routine or emergency services for residences and businesses. They also travel in clearly marked National Grid vehicles.
- An approximate date of the forthcoming meter reading is included in the bill.
- Meter readers, while company contractors, also carry company identification, and their uniforms, hats and vehicles are co-branded.
- For scheduled appointments, service technicians will call customers in advance.
- When investigating a leak or some other issue of concern, the service technician may be led to a home or business that did not report it, but will always be traveling in clearly marked National Grid vehicles, and wearing hats and vests with the company's logo.

Phone scams by people identifying themselves as utility company employees demanding immediate payment for bill balances. The fraudulent callers threaten customers with immediate service shut-off unless they provide payment, credit card or bank account information that can be used to access the accounts.

- National Grid does contact customers with past due balances by phone to offer payment options and to remind them that service shutoff is a possibility if they fail to pay their past due balance.
- Customers should have the last five digits of their National Grid account number and ask the caller to provide those numbers. If the caller can't provide the information; or the customer has any doubt the caller is a National Grid representative, they should hang up immediately and call the customer contact center.

National Grid urges customers to be cautious when speaking with callers. Never arrange payment or divulge account, personal or financial information over the telephone, unless you are certain that you are speaking with an authorized National Grid representative.