What should I do if the power grid customer service adds me on WeChat

Does national grid make promotional calls?

Real National Grid employees will always wear National Grid badges and carry photo IDs when making in-person visits,and National Grid representatives will always know your account number--you never have to provide it. National Grid does not make promotional calls.

Can a scammer use my national grid account information?

Scammers can use your account informationto enroll you into services you don't want--and don't want to pay for. Real National Grid employees will always wear National Grid badges and carry photo IDs when making in-person visits,and National Grid representatives will always know your account number--you never have to provide it.

Is my national grid account number confidential?

Your National Grid account number is confidentialand should never be shared with strangers--even if they say they're National Grid employees. Unethical companies have been known to scam customers into giving up their National Grid account information.

How do I contact a utility company over the phone?

Then firmly tell them you will contact the utility company directly using the number on your bill or on the company's website. Even if the caller insists you have a past due bill or your services will be shut off, never give banking information over the phone unless you place the call to a number you know is legitimate.

What if you get a call from a utility company?

Their latest ploy is posing as representatives from utility companies to dupe people out of their cash and personal information by convincing them their utilities will be shut off if they don't pay. If you get a call from someone claiming to be your utility company,here are some things you can do: Thank the caller for the information.

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