

## Press information from: BELMONT LIGHT

For information contact:  
(617) 993-2800

For immediate release 6-6-17

### **Collections Scam Alert**

(Belmont, MA) – Belmont Light has issued an alert to all commercial and residential customers about a scam that involves telephone calls from individuals claiming to be collection agents for Belmont Light or “Belmont Electric Company”. The fraudulent callers demand immediate payments to ensure that electricity is not terminated to customers’ homes or businesses. This latest increase in calls is similar to those reported to Belmont Light in years past.

Belmont Light wants its customers to be wary of this scam and to practice vigilance when responding to unsolicited collections calls. General Manager Jim Palmer reminds customers that all legitimate billing inquiries regarding active Belmont Light accounts will come directly from Belmont Light’s Customer Service Department and not a “1-800” or “1-866” number. Additionally, Belmont Light does not take telephone payments or push for immediate money orders.

Palmer also explained that Belmont Light does not use 3<sup>rd</sup> party collection agencies for active accounts in arrears. “We work with any customers who may be having difficulty in making timely payments,” he said, adding that, “the only instance where the account would be sent to collection is when the account is no longer active and service has already been terminated, but a balance remains.”

The Belmont Light Customer Service Department urges customers to hang up their telephones if they become suspicious of a caller. “It is more than okay with us if a customer terminates a call and calls back to ensure that they are talking to our department,” said Senior Customer Service Representative Debra Bottiglio. “It’s better to be safe and sure than sorry.”

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Customers should never give out their banking information over the telephone unless they themselves initiated the call to Belmont Light at 617-993-2800, nor should they issue money orders to anyone claiming to represent Belmont Light. Please notify Belmont Light of suspicious phone calls by calling 617-993-2800 or emailing [customerservice@belmontlight.com](mailto:customerservice@belmontlight.com).