

## **Beware of the National Grid scam**

Avon and Somerset Police have seen a rise in reports of fraudsters impersonating The National Grid.

The scam may present in various ways:

1. The fraudster will call you and claim that your meter needs to be changed due to using too much energy. They will ask for access to your property and request personal information from you, including your log in information. They may even coerce you into providing your two-step verification code, which is code that should only ever be seen by you. Providing this code to a criminal will allow them access into your accounts.
2. The fraudster will claim you have shares in the company and will ask if you are interested in selling them. They use convincing tactics to make you believe you hold shares, even if you do not recall obtaining them. They will then take personal information from you and may even claim processing fees are required before receiving your 'pay out'.
3. They may claim that you have unpaid bills and that your gas or electricity will be cut off immediately if you don't make a payment.

### **Our advice**

The National Grid have released the following statement:

*“National Grid will never contact you either by email or phone and ask you for your personal and/or account information. Most email clients have a spam filter which will automatically route spam mail to a separate inbox.”*

In addition, Avon and Somerset Police warn about phone spoofing. Criminals can disguise their number to be calling from anywhere in the world. Even if the number displays on your phone as the legitimate number for any organisation, it does not mean it is them calling. Checking the number on your display is therefore not a verification check.