



MASSENA ELECTRIC DEPARTMENT
71 E. Hatfield Street • PO Box 209 • Massena New York 13662
Office: (315) 764-0253 • Fax: (315) 764-1498
www.massanaelectric.com

IMPORTANT NOTICE TO MASSENA ELECTRIC CUSTOMERS

August 5, 2016

Re: Phone Calls Requesting Personal Information & Demanding Payment

Dear Massena Electric Customer:

It has come to our attention that Massena Electric customers are being contacted by individuals claiming to represent Massena Electric. Some of these callers have demanded immediate payment and sensitive bank information or credit/debit card numbers to avoid termination of electric service.

Do not give out this information!

Massena Electric Department is not affiliated with these callers and doesn't engage in this type of telephone solicitation. We encourage our customers to withhold critical information from these solicitors. Do not share your social security number, Massena Electric account number, credit card or checking account number or any other personal data.

While Massena Electric does contact customers with past due balances by phone to discuss payment arrangements, these calls occur during normal business hours and **we never request or demand payment be made over the phone.** If you doubt who is contacting you, hang up and call our office at 315-764-0253.

Massena Electric office hours are Monday through Friday from 7:00 am to 3:30 pm.

Sincerely,

Andrew J. McMahon, PE
Superintendent
Massena Electric Department

