



CONNECTICUT CONSUMER PROTECTION MONTHLY NEWSLETTER

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SCAM ALERT

What it is: Utility Scams

How it works:

Scammers are calling Eversource and United Illuminating customers, pretending to represent the electric companies. The imposter offers a “rate discount” and asks for personal and payment information to access the “discount.”

How to protect yourself:

If you receive a phone call from someone claiming to work for your electric company, hang up. If you have questions for your utility company, call the phone number listed on your bill.

Report the scam attempt to DCP at ct.gov/DCP/Complaint.

Solar Scams Don't Stop When Summer Ends

Have you seen ads or received calls encouraging you to take advantage of a new state or federal program to get free or discounted solar panels installed on your home?

“Free” or “no cost” solar panel offers are scams.

If you get a phone call like this, hang up. If you see an advertisement, do not click on it. The federal government does not install solar systems in homes for free, and neither does the state.

Installing solar panels requires trained and licensed contractors and electricians to do a lot of work on your home. Hiring an installer who is not trained or licensed can result in damage to your home and cost thousands of dollars in repairs.

Real businesses won't pressure you to sign a contract. They also will not ask you to provide payment in cash, gift cards, wire transfers, cryptocurrency, or payment applications like Venmo or PayPal.

Solar contracts can be difficult to understand and difficult to cancel if you change your mind, so it is important to know what you are signing up for.

When considering any large purchases or investments:

- Take your time.
- Do your own research.
- Ask your friends and family for reliable references.
- Never feel pressured to enter a deal immediately.
- Do not sign any contract until you are confident you understand what you are signing.



CONSUMER ALERT – CLEAN UP, REPAIR, AND CHARITY SCAMS LIKELY AFTER MAJOR STORM, FLOOD DAMAGE

Scammers follow the news and watch for opportunities to scam their next victim. Recovery after a disaster is an opportunity for scammers to take advantage of people who may be stressed and trying to quickly repair their home or business or donate to charity for recovery efforts. Taking a few extra minutes to do your research today could save you a big headache tomorrow.

SPEAKING REQUESTS

Want DCP to speak to your organization, or table at your event? Contact Catherine Blinder at Catherine.Blinder@ct.gov to submit a request.

Contact Us

Connecticut Department of Consumer Protection

450 Columbus Boulevard,
Suite 901

Hartford, CT 06103-1840

Main Line: (860) 713-6100
(8:30 a.m. – 4:30 p.m.)

Consumer Complaint Center

(860) 713-6300

Toll Free: (800) 842-2649

8:30am-4:30pm

Email:

DCP.complaints@ct.gov

VISIT US ONLINE

CT.GOV/DCP

Cottage Foods Program Information

The Department of Consumer Protection regulates the cottage food industry, which allows bakers and cooks to start a business right in their home.

What is cottage food?

Cottage food is prepared food that has a lower risk for food-related injury or illness. Examples include breads, cakes, pastries, cookies, jams, jellies, preserves and more.

Is a license required to sell cottage foods?

Yes. Cottage food operators must get a license from DCP. To get a license you need an approved water supply and zoning approval. You also need to complete a food safety training program.

How much does a license cost?

The license fee is \$50.

Where can I find more information about cottage foods?

People interested in starting a cottage food business, local officials who want to learn more about the regulations, and consumers who shop at cottage food businesses can find a complete guide to cottage foods at portal.ct.gov/cottagefoods.

Have a tip we missed? A topic you want more information about?

Send us an email at DCP.Communications@ct.gov.