



How to spot a real O&R employee

O&R offers steps you can take for peace of mind and protection against utility imposters:

- Ask for ID. A real O&R employee wears a photo ID badge with his or her name and employee number on it. A fake one doesn't.
- Confirm your service order number. A real O&R employee will be able to provide you with a number that matches the one given to you when you scheduled an appointment with us. A fake employee won't be able to.
- Call us for verification. A real employee is comfortable when you call our toll-free number or a dedicated number -- 845-577-3526 -- to verify his or her identity.