



For Immediate Release

December 12, 2019

## Ontario's four largest utilities unite to warn of scams this holiday season

**Mississauga, ON** – The busy holiday season is primetime for scammers looking to take advantage of unsuspecting victims – especially leading into weekends. In response to increased fraudulent activity across Ontario, [Alectra Utilities](#), [Hydro One](#), [Hydro Ottawa](#) and [Toronto Hydro](#) are joining forces to increase awareness about ongoing sophisticated scams targeting utility customers.

Some common tactics fraudsters use to target Ontarians include the impersonation of the local utility or its employees, sending threatening phone calls, texts, emails or showing up in-person at a customer's home or business and requesting personal information. The requests can include pressure for immediate cash payment, threats to disconnect service the same day, and even demands to purchase prepaid debit cards, gift cards or Bitcoin.

The utilities are encouraging customers to protect themselves and remind them of the following tips to stay safe:

- Never make a payment for a charge that isn't listed on your most recent bill
- Ignore text messages or emails with suspicious links promising refunds
- Don't call the number provided to you. Instead, call your utility directly to check the status of your account
- Do not provide any personal information or details about your account
- Utility companies will never threaten immediate disconnection for non-payment
- If you feel threatened in any way, contact your local police

If you believe you may be a victim of fraud, please contact the Canadian Anti-fraud Centre at 1-888-495-8501 and your local utility. Customers can find more information at:

- [Alectra Utilities](#)
- [Hydro One](#)
- [Hydro Ottawa](#)
- [Toronto Hydro](#)

### **About Alectra Utilities Corporation**

Serving more than one million homes and businesses in Ontario's Greater Golden Horseshoe area, Alectra Utilities is now the largest municipally-owned electric utility in Canada, based on the total number of customers served. We contribute to the economic growth and vibrancy of the 17 communities we serve by investing in essential energy infrastructure, delivering a safe and reliable supply of electricity, and providing innovative energy solutions.

Our mission is to be an energy ally, helping our customers and the communities we serve to discover the possibilities of tomorrow's energy future.

### **About Hydro One Inc.:**

Hydro One Inc. is a fully owned subsidiary of Hydro One Limited, Ontario's largest electricity transmission and distribution provider with almost 1.4 million valued customers, over \$25.6 billion in assets and 2018 annual revenues of over \$6.1 billion. Our team of approximately 8,600 skilled and dedicated employees proudly build and maintain a safe and reliable electricity system which is essential to supporting strong and successful communities. In 2018, Hydro One invested almost \$1.6 billion in its 30,000 circuit kilometres of high-voltage transmission and 123,000 circuit kilometres of primary distribution networks and injected approximately \$1.3 billion into the economy by buying goods and services in Ontario. We are committed to the communities where we live and work through community investment, sustainability and diversity initiatives. We are designated as a Sustainable Electricity Company by the Canadian Electricity Association. Hydro One Limited's common shares are listed on the Toronto Stock Exchange (TSX: H).

### **About Hydro Ottawa**

Hydro Ottawa delivers electricity to more than 335,000 homes and businesses in Ottawa and Casselman. For 100 years, Hydro Ottawa has reliably supplied its customers with power, building and investing in the local electric grid. Proudly municipally owned, Hydro Ottawa contributes to the well-being of the community we serve. Its innovative services help customers manage their account and energy use.

### **About Toronto Hydro**

Toronto Hydro owns and operates the electricity distribution system for Canada's largest city. Recognized as a Sustainable Electricity Company™ since 2014, it has approximately 775,000 customers located in the city of Toronto and distributes approximately 18% of the electricity consumed in Ontario.

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