

For Immediate Release

May 27, 2020

Alectra Utilities warns customers of increased phone scam activity

Mississauga, ON – In response to an increase of fraudulent activity in its service territory, Alectra Utilities is alerting customers of a sophisticated phone scam.

The phone scam involves customers receiving a call from fraudsters requesting immediate payment over the phone. Alectra Utilities advises customers in advance of any changes to their service or account and never requests immediate payment. If you get a call requesting immediate payment and threatening disconnection, hang up and call the number found on your Alectra Utilities bill.

Alectra Utilities reminds customers receiving these suspicious phone calls of the following:

- Never make a payment for a charge that isn't listed on your most recent Alectra Utilities bill
- Do not provide any personal information, including your Alectra Utilities bill or account number
- Alectra asks customers to remain vigilant and verify their account information with Alectra Utilities' Customer Care Representatives directly if they suspect suspicious activity
- Contact Alectra Utilities' Customer Care Representatives during regular business hours to discuss any outstanding account activity or report an incident
alectrautilities.com/contact-us

Recognizing the economic uncertainty for customers across the Greater Golden Horseshoe Area associated with the COVID-19 outbreak, Alectra is working with customers to provide flexible payment terms and will not disconnect customers during this time of uncertainty. Account collection actions have been suspended for residential and small business customers until July 31, 2020.

If you believe you may be a victim of fraud or theft, please contact the Canadian Anti-fraud Centre at 1-888-495-8501 and Alectra to report the incident.

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.

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