

For Immediate Release

Alectra Utilities warns customers of e-transfer scam promising bill discounts

Mississauga, ON – Alectra Utilities is warning customers about a new scam involving fraudulent callers and emails that falsely claim to offer bill discounts or promotional incentives in exchange for large e-transfer payments.

Recent reports indicate that scammers are impersonating Alectra representatives, contacting customers about their electricity bills, and urging them to send immediate payments through e-transfers. In some cases, customers also received follow-up emails from addresses using free, public domains that do not belong to Alectra Utilities.

These communications are not from Alectra. The utility does not offer bill reductions through unsolicited calls or emails, and it never request payment by e-transfer, gift card, cryptocurrency, or other non-standard methods.

How customers can protect themselves

- Verify account information directly by calling Alectra Utilities using the phone number printed on your bill.
- Never make a payment for a charge that does not appear on your most recent Alectra Utilities bill.
- Do not provide personal information, including your account number or a copy of your bill, to anyone who contacts you unexpectedly.
- Do not click links in text messages claiming to offer refunds or bill adjustments.
- Do not allow fraudsters to schedule home visits or meter-related appointments.

How to identify a fraudulent call

- Scammers often contact customers unexpectedly and create a sense of urgency, pressuring them to send an e-transfer immediately to secure a supposed bill discount.
- Calls may occur outside Alectra's business hours, or near closing time.
- Caller ID may display a 1-800 number or show "Alectra Utilities," "Hydro," or "Disconnections Department."
- If you call back, the line may be answered with a false utility name.
- Fraudsters often claim an "overdue" amount and demand immediate payment using unusual methods.

What to do



Discover the possibilities

Customers who believe they've been targeted should contact Alectra Utilities using the phone number on their bill. Report the incident to the Canadian Anti-Fraud Centre at 1-888-495-8501 and contact local police if any money was lost.

For more information, visit: <https://alectrautilities.com/scams-fraud>

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About Alectra's Family of Companies

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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