



For Immediate Release

How to avoid utility scams during the holiday season: A message from some of Ontario's largest electricity utilities

December 19, 2023 – To ensure utility customers stay protected from utility-related scams this holiday season, [Alectra Utilities](#), [Elexicon Energy](#), [Hydro One](#) and [Hydro Ottawa](#) are raising awareness about the importance of staying vigilant and keeping informed.

Scammers are known to target Ontarians by impersonating a local utility or its employees; sending threatening phone calls, texts and emails; or showing up in-person at a customer's home or business to request personal information. These requests may include pressure for immediate payment, threats to disconnect service the same day and even demands to purchase prepaid debit cards, gift cards or crypto currency, such as bitcoin.

The utilities are encouraging all customers to protect themselves and are providing 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
- Don't provide any personal information or details about your account
- Utility companies will never threaten immediate disconnection for non-payment or ask for payment in the form of prepaid debit cards, gift cards or crypto currency, such as bitcoin
- If you feel threatened in any way, contact your local police department

Scammers continue to find new and innovative ways to acquire personal information and money from business customers. The utilities are encouraging business customers to protect themselves with the following tips:

- Educate employees to be cautious of unsolicited calls
 - If they didn't initiate the call, they shouldn't provide or confirm any information, including business address, account numbers or office details
- Compile a list of companies your business uses, including utility providers, to help employees bet which contacts are legitimate

If you believe you may be a victim of fraud, please contact the Canadian Anti-Fraud Centre at [1-888-495-8501](tel:1-888-495-8501) and your local utility.

Customers can find more information at:

- [Alectra Utilities](#)
- [Elexicon Energy](#)
- [Hydro One](#)



- [Hydro Ottawa](#)

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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LinkedIn: <https://www.linkedin.com/company/16178435/admin/>

YouTube: <https://www.youtube.com/alectranews>

About Elexicon Energy

Elexicon Energy powers life's most meaningful moments. As the fourth largest municipally owned electricity distributor in Ontario, our vision is to empower the communities we serve and help customers seize opportunities to ignite a better future. We provide more than 177,000 residential and business customers with reliable and affordable energy services. Elexicon Energy is owned by five municipalities: the City of Pickering, the Town of Ajax, the Town of Whitby, the City of Belleville and the Municipality of Clarington. Learn more at elexiconenergy.com and follow us on [X](#) and [LinkedIn](#).

About Hydro One Limited (TSX:H)

Hydro One Limited, through its wholly-owned subsidiaries, is Ontario's largest electricity transmission and distribution provider with approximately 1.5 million valued customers, approximately \$31.5 billion in assets as at December 31, 2022, and annual revenues in 2022 of approximately \$7.8 billion.

Our team of approximately 9,300 skilled and dedicated employees proudly build and maintain a safe and reliable electricity system which is essential to supporting strong and successful communities. In 2022, Hydro One invested approximately \$2.1 billion in its transmission and distribution networks, and supported the economy through buying approximately \$1.9 billion of goods and services.

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 Leader™ by Electricity Canada.

Hydro One Limited's common shares are listed on the TSX and certain of Hydro One Inc.'s medium term notes are listed on the NYSE. Additional information can be accessed at www.hydroone.com, www.sedarplus.com or www.sec.gov.

Forward-Looking Statements and Information:



This press release may contain "forward-looking information" within the meaning of applicable securities laws. Words such as "expect", "anticipate", "intend", "attempt", "may", "plan", "will", "can", "believe", "seek", "estimate", and variations of such words and similar expressions are intended to identify such forward-looking information. These statements are not guarantees of future performance or actions and involve assumptions and risks and uncertainties that are difficult to predict. Therefore, actual outcomes and results may differ materially from what is expressed, implied or forecasted in such forward-looking information. Some of the factors that could cause actual results or outcomes to differ materially from the results expressed, implied or forecasted by such forward-looking information, including some of the assumptions used in making such statements, are discussed more fully in Hydro One's filings with the securities regulatory authorities in Canada, which are available on SEDAR at www.sedar.com. Hydro One does not intend, and it disclaims any obligation, to update any forward-looking information, except as required by law.

About Hydro Ottawa Limited

Hydro Ottawa Limited, a subsidiary of Hydro Ottawa Holding Inc., delivers electricity to approximately 359,000 customers homes and businesses in the City of Ottawa and the Village of Casselman. For more than a century, Hydro Ottawa has supplied its customers with clean, safe and reliable power to help build a vibrant and sustainable national capital region. As a leading partner in a smart energy future, Hydro Ottawa proudly contributes to the well-being of the community it serves through its integration of innovative and sustainable business practices, corporate citizenship initiatives, and offering best-in-class customer service.

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