



SCAM ALERT

Fraudsters are contacting Toronto Hydro's residential and small business customers by phone, text messages, emails, fake bills/letters and door-to-door solicitation.

PROTECT YOURSELF AGAINST FRAUD

SPOT — Recognize scams by identifying the red flags

STOP — Protect your personal information and don't make a payment until you verify you're dealing with Toronto Hydro

SPEAK UP — Report fraudulent activity to Toronto Hydro at **416-542-8000** and the Canadian Anti-Fraud Centre at **1-888-495-8501**

FLIP OVER FOR MORE FRAUD FACTS



SCAM

SPOT

STOP

SPEAK UP



PHONE

Threaten immediate disconnection and demand payment, usually in the form of a pre-paid card or bitcoin

- We never threaten immediate disconnection
- We don't have a 1-800 number
- We don't accept bitcoin

- Hang up on all suspicious calls
- Never give out personal or account information
- Call Toronto Hydro to confirm your balance



FAKE BILLS & LETTERS

Demand a payment for a "Smart Meter Deposit" fee

- "Smart Meter Deposit" fees don't exist
- Usually includes the wrong account number

- Verify if the account number is correct by comparing to a past bill
- Don't make any payments



TEXT MESSAGES/EMAILS

Ask customers to click on a link to accept an electronic transfer (credit/refund)

- We never ask customers to accept electronic transfers

- Don't click on any links
- Delete the email/text message

Report suspicious activity to both:

- **Toronto Hydro's Customer Care line at 416-542-8000 or report online at torontohydro.com/reportfraud**
- **Canadian Anti-Fraud Centre at 1-888-495-8501**

For more information, please visit torontohydro.com/fraud.

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