

## **Fraud Awareness**

*Phone Call Based:* Customers are seeing an increase in suspicious callers posing as utility representatives and possibly suggesting one or more of the following:

- power disconnection
- refund due to overpayment
- entitlement of a reward

Under no circumstances does Eastern Ontario Power threaten to disconnect power immediately, nor does it ask customers to make a payment over the phone. If you think you have been a victim of this scam, please contact the Canadian Anti-Fraud Centre at 1-888-495-8501.

*Email Based:* Given the current pandemic situation there has been an increase in the number of phishing emails. Phishing is defined as:

- Scams traditionally associated with misleading and deceptive emails, falsely claiming to be from a legitimate organization such as a financial institution, business or government agency in an attempt to have the consumer surrender private and personal information.

Many of the recent attempts are referencing COVID-19 subject matter. If you are suspicious of an email you receive, simply delete it. Messages requesting you to confirm login or other personal information is never done so by banks or utilities and should be considered a scam.

You can find more information at the following Government of Canada anti-fraud website.

<https://www.antifraudcentre-centreantifraude.ca/index-eng.htm>