The message to consumers: “Don’t be afraid to say no.”

The following tips will help customers to recognize and report scams:

* The OEB has identified that there has been a 77 per cent increase in the number of reported energy scams to its contact centre.
* Frauds are being perpetrated through phone calls, texts, emails, social media, advertisements, and home visits.
* Scams may involve messages from companies claiming to be affiliated with, or endorsed by, the OEB or government, the Save on Energy program or utilities.
* **Don’t be afraid to say no:** Energy utilities, the Ontario Energy Board, representatives from the Save on Energy program and the government do not phone, email, or text to promote energy saving programs or to offer an in-home inspection unless you reach out first.
* Calls threatening to disconnect services are false; there is an annual disconnection ban in Ontario between November 15 and April 30. Note that customers of Unit Sub-Meter Providers are not protected by the ban.
* Speak with friends or family members who might be more vulnerable about the scams you are aware of to help protect them.
* If you suspect a scam, you can contact the Ontario Energy Board at 1-877-632-2727 (toll-free within Ontario)
* For more tips visit oeb.ca/scams