**QAs – Scam Campaign**

Ministry of Energy

**QUESTIONS AND ANSWERS**

**Q1: Why are you doing this campaign now?**

A: The OEB has seen a 77 per cent increase in the number of reported scam calls, including through illegitimate phone calls, texts, emails, fake websites, social media (Facebook), YouTube videos, in-person home visits and ads.

We want to get Ontarians the information they need to make informed and careful decisions.

**Q2: Where can I go to report a scam or get more information?**

A: To report a possible scam contact the [**Canadian Anti-Fraud Centre**](http://www.antifraudcentre-centreantifraude.ca/index-eng.htm) toll-free at 1-888-495-8501

If you are concerned about any suspicious communications on social media, by email, by phone, text or door-to-door contact OEB at 1-877-632-2727 or oeb.ca/scams

**Q3: Where can I go to get help paying my energy bill?**

A: The Ministry and utilities offer a number of energy support programs such as the Ontario Electricity Support Program [ontarioelectricitysupport.ca/](https://ontarioelectricitysupport.ca/) and Low-income Energy Assistance Program. Learn how to apply: oeb.ca/BillHelp

**Q4: How can I verify that a call about my energy service is legitimate?**

A: If you are unsure, do not provide any information, hang up and call your utility directly using the number on your utility bill. Also, know that a utility, the OEB, government and representatives from the Save On Energy program will not “cold call”. They will only respond if you reach out first.

**Q5: What if my power or natural gas service gets disconnected if I don’t pay immediately?**

Only your utility can disconnect your service. Electricity and natural gas companies will never disconnect your service without first mailing bill payment reminders and a disconnection notice. And there is an annual disconnection ban in the province between November 15 and April 30. Customers of unit sub-meter providers are not protected by this ban.

**Q6. What things should I look out for?**

1) A call from someone posing to be from your utility that you did not reach out to first.

2) Someone demanding payment and threatening to immediately disconnect you. Your utility will not disconnect you before first sending bill payment reminders and a disconnection notice.

3) A request to pay your bill using gift cards, cash, or cryptocurrency. Utilities don’t accept these forms of payment.

4) Someone contacting you offering to help you enroll in a bill payment assistance program and asking to book an appointment for a home assessment.