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April 5, 2022

By Email

To: All Regulated Entities

RE: IMPORTANT NOTICE REGARDING FRAUDULENT INVOICING EMAIL

Thank you to the utility staff who have once again made the Ontario Energy Board (OEB) aware of a fraudulent email being circulated to organizations we regulate. We first advised you to this concern on [January 5, 2022](#) and we issue this second notice to put your organization on alert and to ensure you are aware of OEB's accounting contacts.

The fraudulent email uses the false email address info@oeb.ca, asks the recipient for information about outstanding invoices, and indicates that new banking details will be provided by OEB for the purposes of making payment.

info@oeb.ca is not an OEB-owned email address and this email is **not** from the OEB. Please do not open or respond to it.

The email cites problems with the sender's "ICT" and asks recipients to provide a list of outstanding invoices, including outstanding payments, balances and due dates. The email then asks recipients to withhold payment until new banking details are provided by the sender for payment purposes.

The only email addresses currently used by the OEB for the purposes of invoicing and accounts receivable are as follows:

- Hassan Gulzar: hassan.gulzar@oeb.ca
- Helena Wang: helena.wang@oeb.ca
- Accounts Receivable: accounts.receivable@oeb.ca



If you receive an email from info@oeb.ca or any other suspicious email purporting to come from the OEB, please alert your company's Information Technology (IT) department and forward the message to the **OEB's IT team** at ithelp@oeb.ca so that we can better understand the pervasiveness of this activity and investigate further.

Thank you for your assistance. If you have any questions or concerns, please contact us at registrar@oeb.ca.

Yours truly,



Carolyn Calwell
Chief Corporate Services Officer & General Counsel
Ontario Energy Board

