

Consumer Alert

Communities Affected: Ontario | Date: December 18, 2019.

Consumer Alert: Protect your personal information – OESP does not solicit door-to-door

The Ontario Energy Board (OEB) has been advised that consumers are being approached by a door-to-door sales person claiming affiliation with the Ontario Electricity Support Program (OESP). The sales person produced an OESP application and promised the consumer savings if they filled it out. The OESP application includes personal information such as social insurance number, date of birth and electricity utility account information.

Neither the OEB nor accredited OESP intake agencies engage in door-to-door solicitation.

Consumers seeking information about the OESP can visit ontarioelectricitysupport.ca, where they can apply online and also find a list of OEB-selected intake agencies should they need assistance filing an application.

Consumer Tips:

- Consumers should be cautious about sharing their personal information or utility account information with any unauthorized individual or organization.
- If approached to complete an OESP application in this way, please do not complete the application. Instead, contact the OEB or your local police if you suspect fraud.
- The OESP provides monthly on-bill credits for lower-income customers to reduce their electricity bills. Find out more about the program, check eligibility requirements and apply online at ontarioelectricitysupport.ca.

Resources

Go to www.oeb.ca/billhelp to learn more about financial assistance programs and special rules for lower-income customers.