

For Immediate Release

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Alectra Utilities alerts customers of text scam

Hamilton – In response to increased activity in its service territory by fraudsters, Alectra Utilities is alerting its customers of a texting scam in which they are being falsely informed of receiving a credit from the utility and are prompted to click the link embedded within the message.

The scheme involves customers receiving fraudulent texts from anonymous numbers claiming to be Alectra Utilities employees informing customers that they have a credit from the utility. The text states, in order to claim the credit, customers should follow a link that redirects them to choose their financial institution.

Alectra Utilities never sends credit alerts via text message. In the event customers receive a suspicious text message, Alectra Utilities advises the following:

- Do not click on any of the links within the text message
- Do not provide any personal information, including Alectra Utilities or credit card account numbers.
- Contact Alectra Utilities' Customer Service department during regular business hours to report the incident.

If you believe you may be a victim of fraud or theft, please contact your local police department to report the incident.

About Alectra Utilities Corporation

Alectra Utilities Corporation serves approximately one million homes and businesses across an 1,800 square kilometre service territory comprising 15 communities including Alliston, Aurora, Barrie, Beeton, Brampton, Bradford, Hamilton, Markham, Mississauga, Penetanguishene, Richmond Hill, St. Catharines, Thornton, Tottenham and Vaughan. The Alectra family of companies includes Alectra Inc., Alectra Utilities Corporation and Alectra Energy Solutions.

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Media Contact: Rachel Bertone, Media Spokesperson
rachel.bertone@alectrautilities.com | Telephone: 647.339.3826 | 24/7 Media Line: 1.833.MEDIALN