



FOR IMMEDIATE RELEASE

GrandBridge Energy Reminds Customers to Protect Themselves Against Scams

Brantford and Cambridge, ON, (July 18, 2022) – GrandBridge Energy is warning its customers to beware and exercise caution if they receive suspicious phone calls, emails or knocks at the door from individuals posing as utility employees or sales associates.

Customers are asked to report any suspicious activity to GrandBridge Energy's Customer Service team by calling the utility directly during regular business hours at 519-751-3522 (Brantford) or 519-621-3530, 1-877-871-2215 (Cambridge, North Dumfries, Brant County).

Reminders and Safety Tips to Avoid Scams

If you receive a suspicious solicitation by telephone, email or in-person please be aware of the following:

- GrandBridge Energy does not contact customers after regular business hours or on the weekend regarding the status of an account.
- GrandBridge Energy will never threaten immediate disconnection for non-payment or direct customers to make payments at local convenience stores or use gift cards.
- GrandBridge Energy will not ask you for your account number or credit card number.
- The utility does not offer services or rebates at the customer's door.
- Do not provide callers or people who come to your door with any personal information, a copy of your GrandBridge Energy bill or details about your account.
- Collect as much information as possible about the suspicious individual, including phone numbers.
- Do not let strangers in your home who claim to need to inspect equipment or assess energy/water efficiency rebates.
- If you feel threatened in any way, contact your local police.

As part of its regular business procedure as regulated by the Ontario Energy Board, GrandBridge Energy provides a friendly reminder call, as well as multiple notices, prior to service being disconnected. The utility always hand delivers a Final Notice to the service address, prior to any disconnection occurring. [More tips from the OEB to avoid energy scams.](#)

To learn more about GrandBridge Energy visit [grandbridgeenergy.com](https://www.grandbridgeenergy.com).

-30-

About GrandBridge Energy Inc.

GrandBridge Energy Inc., formed in May 2022 as the result of the merger of the former Brantford Power Inc. and Energy+ Inc., is the seventh largest municipally owned electricity distributor in Ontario. GrandBridge Energy delivers safe and reliable electricity to 109,000 customers in the City of Brantford, the City of Cambridge, the County of Brant and the Township of North Dumfries. GrandBridge Energy's service territory spans approximately 635 square kilometres. The team provides safe and reliable energy solutions that are strengthened by an unwavering commitment to service excellence.



GrandBridge
ENERGY

Media Contact

GrandBridge Energy Inc.

Sheri Ojero

Manager, Corporate Communications

Office: 519-751-3522 Ext. 5268 Mobile: 226-387-4730

Email: sojero@grandbridgeenergy.com

Website: grandbridgeenergy.com