



**FOR IMMEDIATE RELEASE**

## **GrandBridge Energy Warns Customers about New Telephone Scam**

**Brantford and Cambridge, ON (May 10, 2024)** – GrandBridge Energy is warning its customers to beware and exercise caution if they receive suspicious phone calls from individuals about overdue payments, deposits and smart meter fees.

Recently, scammers have copied GrandBridge Energy's telephone recording to mislead customers into thinking it is GrandBridge Energy calling. Customers will be asked to provide personal and account details if they answer the original scam call. Please remember that if GrandBridge Energy is calling, the utility already has this information on file and won't ask you to provide it.

At the same time, customers are being directed to call an unknown 1-800 number. Please remember only to call the GrandBridge Energy phone numbers as shown on the customers' bill and the corporate website [grandbridgeenergy.com](http://grandbridgeenergy.com). **1-877-871-2215, 519-621-3530 or 519-751-3522.**

### **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 or credit card numbers.
- 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 regulated by the Ontario Energy Board, GrandBridge Energy provides a friendly reminder call and multiple notices before service is disconnected. The utility always hand delivers a Final Notice to the service address before any disconnection occurs.

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, 519-621-3530 or 1-877-871-2215.

**About GrandBridge Energy Inc.**

GrandBridge Energy delivers safe and reliable electricity to 113,000 customers in the City of Brantford, the City of Cambridge, the Township of North Dumfries and the County of Brant. GrandBridge Energy's service territory spans approximately 636 square kilometres. Our talented team provides safe and reliable energy solutions strengthened by an unwavering commitment to service excellence.

GrandBridge Energy is guided by a vision to be a leader in energy transformation and driven by a mission to bridge communities to the energy future. Our values are the principles and beliefs that guide our operations. GrandBridge Energy's vision, mission and values are supported by a Five-Year Strategic Plan.

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