

## FOR IMMEDIATE RELEASE

### GrandBridge Energy Raises Awareness During Fraud Prevention Month

**Brantford and Cambridge, ON (March 12, 2025)** – In recognition of **National Fraud Prevention Month** this March, GrandBridge Energy is urging its customers to remain vigilant against ongoing scams targeting both residential and business customers.

Fraudsters continue to use various tactics to deceive individuals, posing as utility representatives and threatening immediate disconnection of service unless payment is made. These scams typically involve phone calls, text messages, or emails demanding urgent payments through prepaid debit cards, gift cards, or cryptocurrency like Bitcoin.

#### Steps to Protect Yourself Against Fraud

GrandBridge Energy offers the following tips to help customers avoid falling victim to these scams:

- **Ignore suspicious texts and emails** that include links promising refunds or urgent action.
- **Beware of threats of immediate disconnection**—GrandBridge Energy will never demand instant payment or disconnection for overdue bills.
- **Do not call the number provided by the caller or message**—instead, call GrandBridge Energy directly at 1-877-871-2215 to verify your account status.
- **Only provide personal or account details** if you have initiated contact with GrandBridge Energy's Customer Service team.
- **Never make a payment** unless the charge appears on your most recent bill.
- **Register for My Account** to securely access your account online and view your latest bill anytime, anywhere at [myaccount.grandbridgeenergy.com](https://myaccount.grandbridgeenergy.com).

As part of its standard procedure, regulated by the **Ontario Energy Board (OEB)**, GrandBridge Energy always provides customers with multiple advance notifications before any service disconnection. This includes an overdue notice phone call and a hand-delivered notice to the service address.

For additional information and more tips on avoiding scams, visit the OEB's website [here](#).

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

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#### 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 that are strengthened by an unwavering commitment to service excellence.

GrandBridge Energy's ambition is to inspire and enable our communities to create a sustainable and resilient future. We are driven by our purpose to lead the energy transition by enabling our communities to

achieve a sustainable energy future. Our values are the principles and beliefs that guide our operations. GrandBridge Energy's ambition, purpose and values are supported by a Five-Year Strategic Plan.

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