

NEWS RELEASE



Whitby Hydro
Electric Corporation

Elexicon Energy Warning Customers of Fraudulent Activity

AJAX, ON – October 30, 2019 – Elexicon Energy has received multiple reports of fraudulent activity targeting its residential and small business customers. Individuals posing as representatives of the utility are contacting customers by phone and threatening to disconnect their power if they do not make a payment immediately. In a few cases, these fraudsters have shown up at the customers’ home or business.

Elexicon Energy does not threaten immediate disconnection for non-payment. The company’s collection process includes telephone messages and notices. Additionally, Elexicon Energy does not accept bitcoin or money transfers as methods of payment, nor does it use text messages to communicate with customers about their account.

“Electricity customers are often targeted by scammers, and their tactics are becoming more sophisticated,” said Rob Scarffe, Vice President, Customer Experience. “Understanding how to recognize fraud is the best defense against it. We don’t want any of our customers to fall victim to these individuals or to have their personal information compromised.”

Customers who suspect any type of fraud are encouraged to contact Elexicon Energy’s Customer Care Department at 1-888-420-0070, Monday to Friday, between 8:30 a.m. and 4:30 p.m., or online at customercare@elexiconenergy.com. Customers should also report suspicious activity to the Canadian Anti-Fraud Centre at 1-888-495-8501.

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About Elexicon Energy

Formerly Veridian Connections Inc. and Whitby Hydro Electric Corporation, Elexicon Energy provides more than 162,000 residential and business customers in parts of Durham Region and beyond with reliable and affordable energy services. The company is the fourth largest municipally owned electricity distributor in Ontario. Elexicon Energy is owned by five municipalities: the Town of Whitby, the City of Pickering, the Town of Ajax, the City of Belleville and the Municipality of Clarington.