

Bright Ideas & Timely Tips

SPOT THE POWER IMPOSTERS

How to protect yourself from scams

March is Fraud Prevention Month, and we want to help you think like a detective and spot the clues that can help protect you from fraud.

Staying safe from scams doesn't have to feel overwhelming. As fraudsters use increasingly convincing emails, texts and phone calls, the strongest defense is learning to trust your "scam sense" — that gut feeling that something seems off. With a few simple clues, you can stay one step ahead of anyone pretending to be your utility.

Your safety always comes first. If you think you may have encountered a scam or you're unsure about a message you've received, contact Toronto Hydro at **416-542-8000** and the Canadian Anti Fraud Centre at **1-888-495-8501**. You can also visit torontohydro.com/fraud for multilingual resources and examples of current scams.



Top five signs you're dealing with a power imposter:

- 1 **Threats of immediate disconnection.** Any demand for same-day payment is a major red flag.
- 2 **Unexpected links or attachments.** Never click "verify your account" or "claim your refund."
- 3 **Unusual payment methods.** We never accept bitcoin, prepaid cards or e-transfers.
- 4 **High-pressure tactics or an aggressive tone.** Urgency is designed to catch you off guard. We will never threaten immediate disconnection.
- 5 **Requests for personal information.** We will never ask for banking details or passwords by phone, text or email.



You can now track your metering tech in real time

In December 2025, we launched the "Where's my technician?" tool, allowing customers who require metering appointments to receive email and/or text message updates about the status of their appointment, as well as a tracking link where they can follow along in real time.

Just like ordering an Uber, this tool allows customers to get an estimated time of arrival, the first name of their technician and a photo of them, as well as a map where they can track their technician's location en route for scheduled appointments.

Customers who require an appointment will be prompted to schedule one in the metering letter they receive from us.

For more information about our ongoing meter replacement program, visit torontohydro.com/meterreplacementprogram.



Planning outdoor projects? Call or click before you dig!

With spring just around the corner, many of us are getting ready to swap our snow shovels for garden tools or construction equipment. But before you break ground, there's one important step you shouldn't skip — calling or clicking before you dig.

There are buried utility lines all over Toronto, and striking one can create a costly and dangerous situation.

Contact Ontario One Call at least five business days before you start digging. They'll locate underground utility lines on your property so you can plan your project safely and avoid disruptions.

Call **1-800-400-2255** or submit a request online at **on1call.com** to get a free locate.



Plan ahead with our climate action services

Thinking about making your building more energy efficient and reducing greenhouse gas emissions, but not sure where to start? Toronto Hydro offers complimentary tools and services to help business customers plan their electrification journey.

From heating load assessments to estimates for potential electrical service upgrades, we help you understand what's needed before you invest. Whether you manage a large commercial property or a small business, our team is here to support informed, practical decisions.

For more information, contact us at **climateaction@torontohydro.com** or visit **torontohydro.com/businessclimateaction**.



Do you have utility poles or electrical boxes on your property?

Property owners are required to maintain minimum clearances around hydro vaults, access grates, powerlines, utility poles and electrical boxes within the boundaries of their property. Doing your part can help us complete work safely and more efficiently.

You can help by keeping these tips in mind:

- 1 Ensure vault doors and grates are kept clear.** Avoid parking or leaving debris on or near Toronto Hydro equipment in case an emergency crew needs to access these spaces quickly.
- 2 Don't build on top of equipment or access doors.** Patios, fencing, plants, concrete and other structures will be required to be removed. This is for the safe operation and maintenance of Toronto Hydro's equipment.
- 3 Be mindful where you're digging and working.** Contact Ontario One Call before starting any project that may disturb underground utilities.

Always follow the Occupational Health and Safety Act and Electrical Utility Safety Rules when working near or around Toronto Hydro equipment.

For more information, please visit **torontohydro.com/safety**.

Questions? 416-542-8000 **Connect with us**

To report an outage or emergency, press 1 (24 hours, 7 days a week).

