

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.

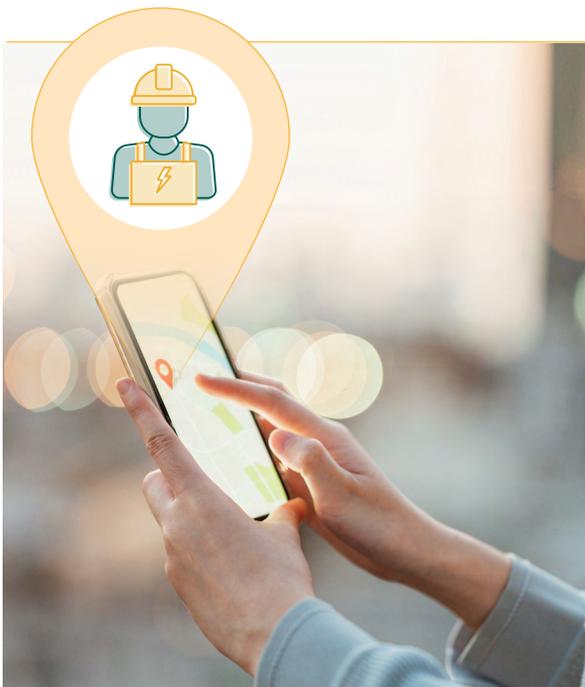
Staying safe from scams doesn't have to feel overwhelming. As fraudsters use increasingly convincing emails, texts and phone calls, the strongest defense is learning to trust your "scam sense" — that gut feeling that something seems off. With a few simple clues, you can stay one step ahead of anyone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



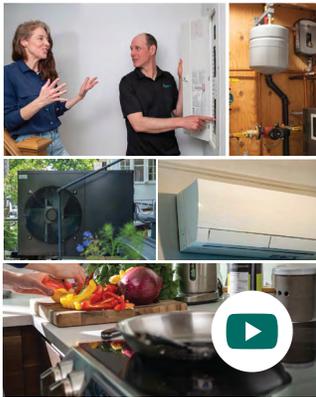
Planning outdoor projects? Call or click before you dig!

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](https://www.on1call.com) to get a free locate.



How one customer electrified their home

Electrification is one of the most effective ways to cut emissions — and it starts at home. Kathyryne and her family in West Toronto are reducing emissions through practical home electrification upgrades — from a cold-climate air-source heat pump to a heat pump water heater.



Scan the QR code to watch the “How we’re electrifying our home, one upgrade at a time” YouTube video.

Our Climate Action team offers expert advice, including energy coaching and a Cleantech Services Directory that can help you connect with qualified cleantech experts.

To get started today, visit torontohydro.com/cleantechdirectory.

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

Property owners are required to maintain minimum clearances around powerlines, utility poles and electrical boxes within the boundaries of their property. When structural or landscaping elements get in the way, it can result in safety hazards and delays to repairs.

You can help us complete work safely and more efficiently by keeping these tips in mind:

- 1 Be mindful where you're digging and never dig around a transformer box.** Plant and build at least three metres away from the front of electrical boxes, and at least two metres away from all other sides. Always begin by contacting Ontario One Call.
- 2 Don't lay concrete, build fences or plant close to the base of a utility pole.** Our crews need at least one metre of clearance space to work around and climb the poles to do inspections, repairs and replacements.
- 3 Keep sheds, garages, trees and shrubs at least three metres away from overhead wires.** If a tree or shrub overgrowth occurs, it's your responsibility to safely prune and/or consult an arborist if necessary.

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

Need help managing your bill?

There are financial assistance programs available to help you, including:

- Emergency Energy Fund (EEF)
- Low-income Energy Assistance Program (LEAP)
- Ontario Electricity Support Program (OESP)

We also have an Equal Payment Plan (EPP) available to customers, which spreads your annual electricity costs evenly so you pay the same amount each month.

Learn more: torontohydro.com/help

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

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

