



September 13, 2016

PRESS RELEASE

For immediate release

Rideau St. Lawrence Distribution is aware of a phone scam in our service area.

A “threatening phone call” from a caller posing as a utility employee asks the customer to immediately pay their electricity bills via electronic wire transfer or a pre-paid credit card. The customer is told that if they do not make the payment, their electricity will be disconnected immediately. The caller then asks the customer to call a 1-800 number that connects them to a fake “hydro billing department”.

Rideau St. Lawrence Distribution makes collection calls, but it always provides customers with their account details and offers multiple payment options. Rideau St. Lawrence Distribution does not accept electronic wire transfers or pre-paid credit card payments over the phone from customers. If customers want to pay via a credit card, they are asked to directly contact our third party agency, Paymentus, via the phone or online, to make a payment.

Rideau St. Lawrence Distribution reminds customers to never provide any personal information including credit card information to unknown people over the phone.

If you receive a suspicious call, hang up immediately. If you have any questions about your account, please call our office at 613-925-3851 in Prescott, 613-543-2053 in Morrisburg, or 613-273-2191 in Westport.

Customers who believe that they may be victims of a fraud or theft should report the incident to the Canadian Anti-Fraud Centre at 1-888-495-8501.