

## OEB warns consumers of a possible phone scam

The Ontario Energy Board (OEB) is alerting Ontarians to a possible telephone scam.

OEB has received reports that individuals, claiming to be affiliated with the Ontario Electricity Support Program (OESP), were calling to request access into consumers' homes. In two recent incidents, residents were contacted about OESP, and notified that a home inspection was a condition of the program.

OEB wants consumers to know that OESP application and approval process does not require a home visit. OEB staff do not conduct a home audit, check furnaces or install equipment for this or any other program.

OEB is taking these reports very seriously and is investigating further. If it determines that a company has broken the law or OEB rules, the Board will take enforcement action which could include charging a penalty and suspending, or taking away, a company's licence to operate.

Consumers with questions or concerns about any sales calls or door-to-door experiences are encouraged to contact OEB at [www.ontarioenergyboard.ca](http://www.ontarioenergyboard.ca)