

For immediate release

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ENMAX customers continue to be targets of phone scam

Calgary, Alta. – ENMAX and the [RCMP](#) are urging Albertans to remain on alert for fraudsters calling them posing as ENMAX employees. Reports indicate scammers continue to phone small businesses and threaten immediate disconnection of power if a payment is not made within a matter of hours. Since the beginning of January, approximately 40 businesses have advised ENMAX they have been contacted by the culprits. Unfortunately, some customers have also fallen victim to the phone scam, and we suspect many more businesses have been approached.

Typically small businesses – often restaurants – have been the targets of this crime. Victims are contacted by phone and advised that their account is in arrears and crews will arrive shortly to disconnect the power. To avoid disconnection, fraudsters are instructing victims to purchase a [Pay Power re-load pack](#) or other pre-paid debit card, which are available from a variety of retailers. The scammers then ask victims to call back to a 1-800 number and provide the payment details.

“ENMAX customers need to know that when an account is in arrears, we will make several attempts to contact that individual to inform them their bill is overdue and work with them to find a reasonable solution,” said James McKee, Executive Vice-President of Customer Energy Marketing. “Disconnecting power is a last resort and will not happen under the timelines that are being threatened through this scam.”

ENMAX has advised the RCMP and local police and is also in close contact with several other Canadian utilities whose customers have also been targeted.

If you receive a suspicious call about your power bill, do not provide any account information or make a payment. Please contact ENMAX at 310-2010 to report the call and speak with an ENMAX authorized agent.

ENMAX Corporation, through its subsidiaries, makes, moves and sells electricity to residential, small business and large commercial customers and is headquartered in Calgary, Alberta, with offices in Edmonton. ENMAX Power Corporation owns and operates transmission and distribution infrastructure in Calgary and ENMAX Energy Corporation owns diverse electricity generation facilities throughout the province. Since 2007, ENMAX has been named one of Alberta's Top Employers. ENMAX Energy is currently the retailer of choice for both The City of Calgary and The City of Edmonton.

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