

For immediate release

November 16, 2016

## ENMAX joins North American utilities to fight against fraudsters

**Calgary, Alta.** – For some time, ENMAX has been warning the public about fraudulent activity where customers are targeted in [phone](#) and [door-to-door](#) scams. Now, ENMAX is joining forces with over 80 Canadian and U.S. utilities to get the message out to the public on the magnitude of this problem.

“Frequently, [small businesses](#) such as restaurants and veterinary clinics are victimized,” said Doris Kaufmann Woodcock, Senior Media Relations Advisor, ENMAX. “We’ve had complaints from customers throughout the province, but also know this issue goes well beyond our borders.”

Utilities United Against Scams is an industry group formed to combat utility scams. The forum allows the sharing of information, data and best practices with the intent to protect consumers. November 16 has been designated as Utilities United Against Scams Day by the U.S. House of Representatives.

“ENMAX has been alerted by residential and business customers to over 150 incidents since January 2015,” continued Kaufmann Woodcock. “Thankfully, most have not fallen prey, but those who do typically face heightened pressure to acquiesce. We’ve heard of scammers threatening restaurant owners with disconnection right before their busy dinner rush, or intimidating individuals who have sensitive medical equipment in their home to pay up immediately or lose their medical support.”

While ENMAX has worked with police on these matters, perpetrators are difficult to track down – particularly with phone scams that often originate outside of Canada and often overseas. Much like all the utilities involved, the best defense is to warn the public of the threat. If you think you’ve been the victim of a scam, please call police and notify ENMAX at 310-2010.

### Signs that you are being scammed

- With the exception of Meter Readers, ENMAX does not send employees door-to-door. This includes furnace sales and servicing – products that ENMAX does not offer.
- There are no surprise disconnections. ENMAX never threatens imminent disconnection with only a few short hours to make a payment. We will always work with customers whose account is in arrears to establish mutually agreeable payment arrangements.
- ENMAX does not take credit card payments over the phone – this includes pre-paid credit cards. Other ‘loan’ type payment options such as MoneyMart are also not accepted. ‘

-30-

**Media only contact:** Doris Kaufmann Woodcock, Sr. Media Relations Advisor, ENMAX Corporation  
403.689.6150 / [mediaroom@enmax.com](mailto:mediaroom@enmax.com) / [www.enmax.com](http://www.enmax.com) / [@ENMAX](https://twitter.com/ENMAX)

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.