



***Media Alert***  
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For Immediate Release:

## **REMINDER**

### **Festival Hydro Conducts Bi-Annual Electrical Safety Survey**

Until March 30<sup>th</sup>, the Innovative Research Group is conducting an Electrical Safety Telephone Survey on behalf of Festival Hydro, as required by the Ontario Energy Board.

If you receive a call you will be invited to answer some questions relating to electrical safety awareness. Some basic information will be requested to allow for demographic classification of responses but you will not be requested to provide banking information, street address, itemized account or billing information, or any other sensitive personal information.

The survey, intends to measure the public's level of electrical safety knowledge. The results will help Festival Hydro evaluate the effectiveness of their electrical safety programs which are dedicated to awareness and prevention of accidents involving electricity.

Festival Hydro is receiving calls from concerned customers questioning whether the calls they are receiving are a legitimate survey versus concerns the call may be a telephone scam. Customers are reminded that in an authentic Festival Hydro survey, participants are never asked to divulge personal account information over the phone. The authorized representatives from the Innovative Research Group will initially be confirming the customer's town or city of residency, whether they receive service from Festival Hydro or Hydro One and whether the number called is a land line or a cell phone before they commence the survey. At no time are Festival Hydro customers asked to reveal their account number, details on their account or someone else's, or asked for payment of arrears over the phone.

If you suspect a fraudulent call, you may report it to the Canadian Anti- Fraud Centre at 1 888 495 8501.

"If you should receive one of these fraudulent calls do not divulge personal or account information" states Festival Hydro CEO, Ysni Semsedini. Noting, "Festival Hydro does not solicit credit card payments over the phone".

If you have any questions about your account status, please contact Festival Hydro, Monday to Friday from 8:30 am to 4:30 pm at 519 271 4700; selecting Option 2 for Customer Service or toll free at 1 866 444 9370.

Festival Hydro is the distributor of electrical power to approximately 20,000 customers in the municipalities of Stratford, Brussels, Dashwood, Hensall, St. Marys, Seaforth and Zurich.