



Date: Friday April 24, 2020

Nelson Hydro – Disconnect Notification and Refund Scams

Nelson Hydro is concerned that another scam that has resurfaced amongst other utilities, most recently BC Hydro, may soon be targeting Nelson Hydro customers.

According to BC Hydro, a fraudster sends out an automated call or fake bill notification via email threatening service disconnection due to an overdue bill. The customer is asked to call a 1-877 number, which connects to a spoofed BC Hydro number. Someone posing as a BC Hydro employee then asks the victim to purchase pre-paid credit cards or deposit money into a bitcoin ATM wallet

The second is a phishing scam, in which customers receive a text message that appears to be from BC Hydro, indicating that they are eligible for a refund. Customers are directed to click a link to submit their banking information for deposit.

Nelson Hydro customers should be aware of the following:

- All disconnections for non-payment have been suspended during the COVID-19 pandemic.
- Nelson Hydro does not send out text messages requesting customers to click a link for any reason.
- Nelson Hydro does not request that customers submit banking or credit card information via email or text messaging.
- Nelson Hydro does not accept payment via pre-paid cash cards or prepaid credit cards, or bitcoin ATM.
- Nelson Hydro does not offer refunds or credits through Interac e-transfer.

Customers are asked to call 1-877-32HYDRO (1-877-3249376) or 250-352-8206, if they have questions about the authenticity of an email, text, or phone call.

Our customers are encouraged to report suspected fraud to the Nelson City Police. They can be reached at (250) 354-3919.

We are extremely sorry for any confusion this current scam may cause our customers.