



**Media Alert**  
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## **TELEPHONE SCAM FOR PAYSAFE CARD**

### **Stratford, ON:**

For immediate release:

Festival Hydro has been made aware of yet another customer scam. The caller demands immediate payment for an overdue account or else your hydro will be shut off in 45 minutes. The scammers then inform the customer that Festival Hydro's main office is under renovation and not open to the public. They direct the customer to go to the post office and make a payment through *paysafecard*, and then to call a 1-800 number to confirm the payment ID.

Festival asks everyone to be aware of these types of phone calls. Festival would never call a customer demanding payment on short notice. Nor does Festival direct customers to make payment through *paysafecard*. Festival Hydro's office is open to the public weekdays between 8:30 a.m. and 4:30 p. m. Please contact Festival Hydro at 519-271-4700 if you have any questions regarding your account or want to discuss payment options.