



IMPORTANT INFORMATION: SMART METERS & DOOR TO DOOR SALES PEOPLE

Oakville Hydro has received concerns from customers that they have been approached by door to door salespeople selling electricity contracts in relation to Smart Meters. Please be aware that Oakville Hydro does not have representatives going door to door **selling** contracts or Smart Meters.

Oakville Hydro will begin deployment of Smart Meters to Oakville residents early in October with the assistance of installers from Olameter Inc. Olameter Inc is under contract to Oakville Hydro for the installation of Smart Meters. All of their employees will be wearing appropriate identification on their outermost apparel.

If you are approached by someone at your door **selling** electricity or Smart Meters, it is **not** a representative of Oakville Hydro. Remember to always:

- Ask for their official identification and their name
- Ask for their company name and phone number
- Ask them to leave literature with you
- Don't offer any information or show them any of your hydro bills unless you are sure of whom you are dealing with
- If you have any concerns about the conduct of an energy retailer, please contact the Ontario Energy Board at www.oeb.gov.on.ca or by calling 1-877-632-2727

For more information about the Smart Meter Program, you may contact the Ministry of Energy at 1-888-668-4636 or visit www.smartmetersontario.ca or www.energygov.on.ca.