

# Safety is a Right, Not a Compromise.

Verify the Legitimacy of Fuels Professionals



## Beware of Scammers Impersonating Fuels Professionals

Countless Ontarians are deceived each year by untrustworthy salespeople peddling new furnaces and other appliances. Some offer energy rebates and others cite safety concerns. Many claim they're from a legitimate business, utility company or even TSSA.

### Don't Get Duped

Ontario's *Consumer Protection Act* prohibits the sale of furnaces, water heaters and similar products and related services from a door-to-door salesperson, unless you initiate the transaction. Moreover, TSSA does not service appliances or sell products or inspection services.

## ✓ Fuels Professional Verification Checklist



The Heating, Refrigeration and Air Conditioning Institute of Canada (HRAI) offers these safety tips for homeowners faced with suspicious door-to-door salespeople:

- ✓ Check to see if the individual has a well-marked vehicle.
- ✓ Ask for proper identification and a business card.
- ✓ Tell them you'll get back in touch.
- ✓ Do your research.
- ✓ Contact them after verifying their credentials.

Any insistence that an offer is limited to that moment should set off warning bells.



When in doubt, **NEVER** hesitate to confirm a fuels professional's identity with TSSA.

Learn more about your rights and avoiding common scams from Consumer Protection Ontario at [Ontario.ca](https://www.ontario.ca)

Join the Safety Conversation on Social Media with Hashtag **#TSSAsafe**



TSSA is a member of Competition Bureau Canada's Fraud Prevention Forum  
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