



Information and Privacy  
Commissioner/Ontario  
Commissaire à l'information  
et à la protection de la vie privée/Ontario

News Release

Date: July 28, 2009

## Commissioner Cavoukian investigating online privacy breach at Toronto Hydro

TORONTO – Ontario's Information and Privacy Commissioner, Dr. Ann Cavoukian, has launched an investigation into a privacy breach of Toronto Hydro's e-billing system.

The IPC has been working with Toronto Hydro since last Friday, when the Commissioner's office was first advised of the privacy breach. The breach had been discovered earlier in the week by Toronto Hydro after abnormal activity in its e-billing system was detected.

Toronto Hydro, after its initial review, believes that the personal information of some of its customers, including names, addresses, Hydro account numbers, the amount of the last bill and any money owed, may have been accessed.

Toronto Police have been called in by Toronto Hydro to investigate.

Letters about the breach have already been sent by Toronto Hydro to all of its customers. In that letter, the utility advised that any customer seeking more information can contact Toronto Hydro at 416-542-8000. The hours of Toronto Hydro's call-in centre have been extended, following a suggestion by Commissioner Cavoukian to do so.

The Information and Privacy Commissioner is appointed by and reports to the Ontario Legislative Assembly, and is independent of the government of the day. The Commissioner's mandate includes overseeing the access and privacy provisions of the *Freedom of Information and Protection of Privacy Act* and the *Municipal Freedom of Information and Protection of Privacy Act*, as well as the *Personal Health Information Protection Act*, which applies to both public and private sector health information custodians, in addition to educating the public about access and privacy issues.

### *Media Contact:*

Bob Spence  
Communications Co-ordinator  
Direct line: 416-326-3939  
Cell phone: 416-873-9746  
Toll free: 1-800-387-0073  
[bob.spence@ipc.on.ca](mailto:bob.spence@ipc.on.ca)  
[www.ipc.on.ca](http://www.ipc.on.ca)



2 Bloor Street East  
Suite 1400  
Toronto, Ontario  
Canada M4W 1A8

2, rue Bloor Est  
Bureau 1400  
Toronto (Ontario)  
Canada M4W 1A8

416-326-3333  
1-800-387-0073  
Fax/Télé: 416-325-9195  
TTY: 416-325-7539  
<http://www.ipc.on.ca>