

the illuminator

OUR POWER IS RESPONSE-ABILITY | WINTER 2021

Greetings!

I'm Indy Butany-DeSouza, Elexicon Energy's President and CEO.

I have been with Elexicon for a little over two months, and so proud of all that the organization has accomplished since it was formed.

The energy sector is at a tremendous turning point with new technologies and innovations emerging rapidly each and every day. Elexicon is evaluating how best to leverage these opportunities in order to better serve you.

I am looking forward to engaging with you, our customers and community partners, as we advance our strategy and continue to provide reliable, cost-effective and safe electricity services in the communities we serve.

On behalf of the entire team at Elexicon, I wish you and your families a very happy and safe holiday season, and a prosperous new year!

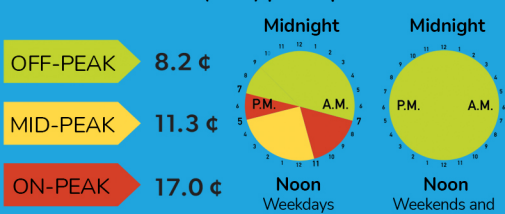
Warmly,



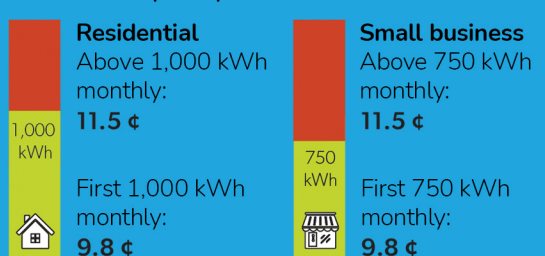
Electricity prices effective November 1st, 2021

These prices appear on the Electricity line of your bill and reflect the electricity you use.

Winter Time-of-Use (TOU) prices per kilowatt hour:



Winter Tiered prices per kilowatt hour:



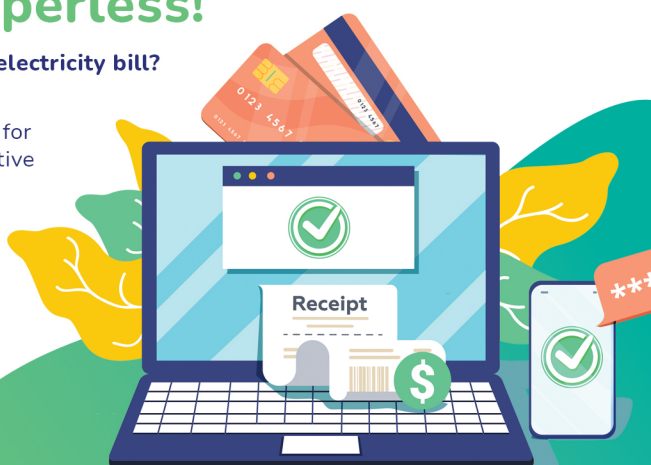
You can choose your price plan. Visit: elexiconenergy.com

It's time you go paperless!

Are you still receiving a hard copy of your electricity bill?

Make the switch to paperless billing. Sign up for eBill today – an environment-friendly alternative to receiving your monthly bill by mail.

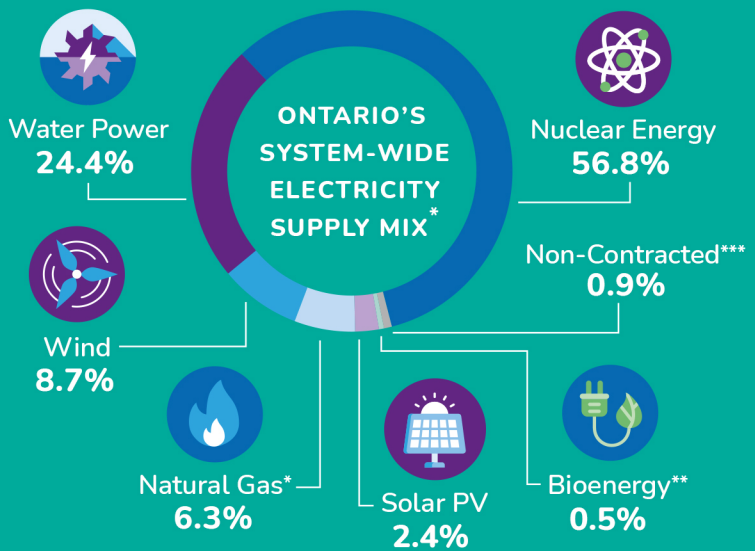
Important: Do you receive your Elexicon Energy bill through epost™? Canada Post will be retiring the service in 2022 so now is the time to sign up for eBill.



Sign up for eBill through our customer portal – my.elexicon.

Where your electricity comes from

The Ministry of Energy is responsible for providing Ontario's electricity supply mix data for electricity suppliers. This diagram shows the system-wide electricity supply mix data for 2020, and is considered current until further notice.



* Includes Lennox and dual fuel (natural gas/bioenergy) consistent with IESO.

** IESO's embedded generation data set combines biomass and gas.

*** Non-Contracted represents a variety of fuel types that the IESO is unable to categorize due to a lack of information from Local Distribution Companies (LDCs).
Note: Figures may not add to 100% due to rounding.

Finding solutions that suit your lifestyle

YOU MAY CHOOSE THE BILL PAYMENT OPTION THAT IS MOST CONVENIENT FOR YOU



Pre-Authorized & Other Payment Options

Variable Pre-Authorized withdraws the full amount of your bill from your bank account on the due date. Equal Pre-Authorized withdraws the same amount from your bank account every month on a regular recurring date (choose from 1st to the 28th). Equal Payment Plan is similar to the Equal Pre-Authorized, however, there is no requirement for automatic payment withdrawals. Visit elexiconenergy.com for more information.



Online Banking

This option is available through most banks and trust companies.



Credit Card

Pay your bill using Visa or Mastercard. A service fee may apply.

Manage your account and pay your bill using our customer portal – my.elexicon.com.
Visit elexiconenergy.com to register.

Heard about stray voltage?

Farm "stray" or "tingle" voltages are small electrical potentials between metal stabling equipment and floor surfaces. Animals that make contact between these surfaces may receive a tingle or mild shock that could disturb their normal behaviour and ultimately reduce the efficiency of a farming operation.

IF YOU SUSPECT YOUR FARM HAS STRAY VOLTAGE

Start with reviewing Elexicon Energy's Farm Stray Voltage Customer Response Procedure set out in Elexicon's Conditions of Service, available at elexiconenergy.com.



How can we help you?

Customer Care:

905-420-8440 or 1-888-420-0070

General Business Enquiries:

905-427-9870 or 1-888-445-2881

Email:

customercare@elexiconenergy.com



For additional contact information, visit us at elexiconenergy.com
Follow us on Twitter: [@ElExiconEnergy](https://twitter.com/ElExiconEnergy)

