



the  
**illuminator**

OUR POWER IS RESPONSE-ABILITY | ISSUE 4 • WINTER 2020

# We're here for you

We've all adapted to new lifestyles and challenges over the last year. For some, that means spending more time at home and changing the way we use electricity to work, learn and spend time with our loved ones.

You can now have more control over your electricity bill by choosing the price plan that works best for your household or business.

Like our crews ready to restore power when an outage strikes, our Customer Care team is here to answer your call. If you have questions about your electricity consumption, changing your price plan or are experiencing hardship through the COVID-19 pandemic, please get in touch with us.

Thank you for trusting us to power life's most meaningful moments.



**Lesley Gallinger**  
President & CEO,  
Elexicon Energy

# Power is personal

If you're a Time-of-Use (TOU) customer, you now have a choice. You can choose to switch to Tiered prices.



## TOU

The price depends on when you use electricity. You can help manage your electricity costs by shifting your usage to lower price periods when possible.



## TIERED

With Tiered pricing, you can use a certain amount of electricity at a lower price. Once you exceed that limit, a higher price applies.

Choose the price plan that's right for you. **Because power is personal.**

### FIND OUT MORE. CONTACT:

1-877-632-2727 | TTY: 1-844-621-9977  
publicinformation@oeb.ca | oeb.ca



ONTARIO  
ENERGY  
BOARD

## CONSIDERING A SWITCH?

Use your own electricity usage information from your bill and our calculator to see, side-by-side, what your total bill would look like under TOU and Tiered prices.

Visit [oeb.ca/calculator](http://oeb.ca/calculator).



# Finding solutions that suit your lifestyle

## WE LET YOU CHOOSE THE BILL PAYMENT OPTION THAT IS MOST CONVENIENT FOR YOU



### Pre-Authorized and 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 the 1<sup>st</sup> to the 28<sup>th</sup>). Equal Payment Plan is similar to the Equal Pre-Authorized, however, there is no requirement for automatic payment withdrawals.



### Credit Card

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



### Internet Banking

This option is available through most banks and trust companies. Please choose the option tied to the service area where you reside. Customers in the former Whitby Hydro service territory should select Elexicon-Whitby. Customers in all other service areas should select Elexicon-Veridian.



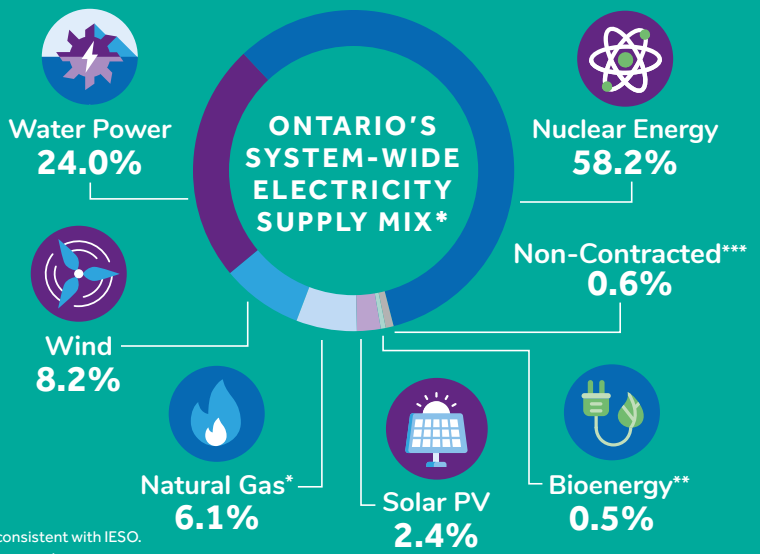
### Drop Box

Access one of our many secure, 24-hour drop box locations.

Manage your account and learn more about payment options at [elexiconenergy.com](http://elexiconenergy.com).

# 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 2019, 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).



## Get outage news – anywhere, anytime



Follow us on Twitter:  
[@ElexiconEnergy](https://twitter.com/ElexiconEnergy)



Call our 24-hour Outage Information Hotline:  
**1-866-579-6819**



To access our outage map, visit our website:  
[elexiconenergy.com](http://elexiconenergy.com)

## Heard about stray voltage?

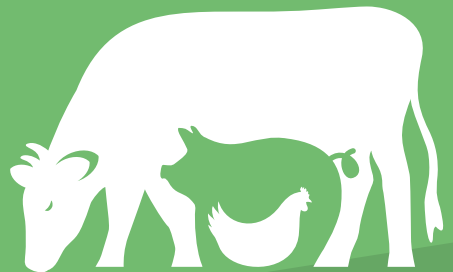
Farm “stray” or “tingle” voltages are small electrical potentials between metal stabling equipment and floor surfaces. Animals that make contact between these surfaces may receive a tingle or mild shock that could disturb their normal behaviour and ultimately reduce the efficiency of a farming operation.



### IF YOU SUSPECT YOUR FARM HAS STRAY VOLTAGE

Start with reviewing Elexicon Energy's Farm Stray Voltage Customer Response Procedure and the dispute resolution process set out in Elexicon Energy's Conditions of Service.

These documents are available by calling our Customer Care Department at **1-888-420-0070** (Monday to Friday, 8:30 a.m. to 4:30 p.m.)



## How can we help you?

### FORMER VERIDIAN CONNECTIONS CUSTOMERS

Ajax, Belleville, Brock, Clarington, Gravenhurst, Pickering, Port Hope, Port Perry and Uxbridge

**Customer Care:** 905-420-8440 or 1-888-420-0070  
**General Business Enquiries:** 905-427-9870 or 1-888-445-2881  
**Email:** [customer-care@elexiconenergy.com](mailto:customer-care@elexiconenergy.com)

### FORMER WHITBY HYDRO CUSTOMERS (Whitby)

**Customer Care:** 905-668-8480 or 905-420-8440 or 1-888-420-0070  
**General Business Enquiries:** 905-668-5878 or 905-427-9870 or 1-888-445-2881  
**Email:** [customer.service@elexiconenergy.com](mailto:customer.service@elexiconenergy.com)



For additional contact information, go to [elexiconenergy.com](http://elexiconenergy.com).

