

the illuminator

OUR POWER IS RESPONSE-ABILITY | ISSUE 5 • SUMMER 2021

We're here for you

On behalf of everyone at Elexicon Energy, we hope you and your family have stayed healthy and are enjoying the summer. Given the increasing availability of COVID-19 vaccines and falling case counts, it seems we have turned the corner on a very challenging time.

I am extremely proud of our team's efforts and commitment to keeping you connected. They have responded to outages, answered your calls, and kept you up to date on important information to ensure you have safe and reliable power.

There have been many changes in our industry over the past several months, from electricity prices to choosing the price plan that works best for your household or business. Our Customer Care team is here to answer your call.

If you have questions about your electricity consumption, changing your price plan or having difficulty paying your bill, please get in touch with us – we're here for you.

Norm Fraser
Interim President & CEO,
Elexicon Energy



Creating a workplace that supports diversity, equity and inclusion



Elexicon Energy has made a commitment to create a workplace that reflects the rich and diverse communities that it serves by being the first organization in Canada to sign Electricity Human Resource of Canada's expanded Leadership Accord.

The accord focuses on gender equality in the electricity sector, as well as expanding its reach to racialized and under-represented groups. By using a diversity, equity and inclusion lens, Elexicon will implement these changes as it aims to become a leader in the industry.

Keeping you safe when your latest project requires digging

If you are planting a tree, building a fence or deck, digging a new garden, or doing any project that requires you to dig, **you must first contact Ontario One Call at least five days in advance.**

A certified professional will locate your underground lines and mark them so you can safely proceed with your outdoor project.



Call **1-800-400-2255** or visit **OntarioOneCall.ca** to book a **FREE** underground cable locate appointment.

Finding solutions that suit your lifestyle

WE LET YOU 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.



Online Banking

This option is available through most banks and trust companies.



Credit Card

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



Drop Box

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

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



You may qualify for a security deposit refund

Are you a low-income residential customer? You may qualify to receive a refund of any security deposit previously paid to Elexicon Energy. Please contact us to see if you qualify.

A new elexiconenergy.com is coming...

We are excited to announce that we are currently in the process of a website redesign project to better consolidate our current sites. The goal is to deliver an interactive, mobile-responsive and engaging website that improves the user experience with our brand and for our customers and the public.



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 outage map, visit our website:
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



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For additional contact information, visit us at elexiconenergy.com