



the illuminator

Our power is response-ability | Issue 1 • Summer 2019

Welcome

to the inaugural issue of Elexicon Energy's customer newsletter, the *illuminator*.

We hope you find this first issue, and the ones to follow, useful and informative. We are committed to providing you with tips and resources to help you manage your electricity use and costs, identifying and avoiding potential safety hazards at home and outdoors, and sharing news about Elexicon Energy in your community.

If there is a topic you would like us to include in an upcoming issue, let us know. Send your comments and feedback to **communications@elexiconenergy.com**.

Lesley Gallinger
President and CEO,
Elexicon Energy





Manage your
Elexicon account
**where and when
you want.**

Elexicon Energy is committed to providing customers with a variety of bill payment options.

Choose the method that is most convenient for you.



Pre-Authorized Payment

We offer two plans:

Variable Pre-Authorized and Equal Pre-Authorized.

The Variable plan withdraws the full amount of your bill from your bank account on the due date.

The Equal plan withdraws the same amount from your bank account every month on a regular recurring date (choose from the 1st to the 28th).



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.



Credit Card

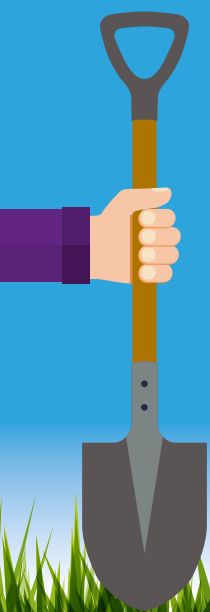
Pay your bill using Visa or Mastercard. A service fee will apply.



Drop Box

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

For more information on these and other bill payment options, go to **elexiconenergy.com**.



**Building
a fence?**



**Planting
a tree?**



**Putting in
a garden?**

**To ensure your safety, you are required to call Ontario One Call
before you dig to locate Elexicon Energy's underground cables.**

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.



There's help for lower-income households

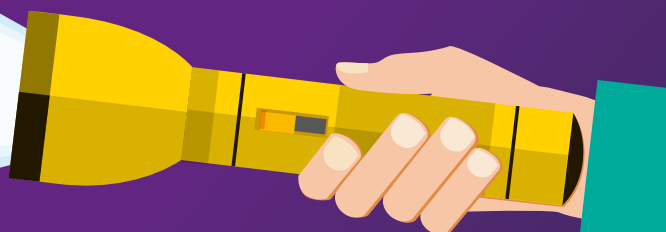
**The Ontario Electricity Support Program
helps reduce electricity bills for eligible lower-income households
with a monthly on-bill credit.**

The amount of the credit will depend on how many people
live in your house and your combined household income.
Find out if you are eligible and how to apply.

Call **1-855-831-8151** or visit **OntarioElectricitySupport.ca**
for more information.



Get outage
news –
**anywhere,
anytime**



Follow us on Twitter:
@ElexiconEnergy



Call our 24-hour
Outage Information Hotlines:
1-844-278-1432 (Town of Whitby)
1-866-579-6819 (all other service areas)



To access our
outage maps,
visit our website:
elexiconenergy.com

Reach us here...

Former Veridian Connections customers

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

Former Whitby Hydro customers

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



For additional contact information, go to **elexiconenergy.com**.

