



the illuminator

Our power is response-ability | Issue 2 • Winter 2019

A message from our President and CEO

A few weeks ago, we received multiple reports of fraudulent activity targeting our residential and small business customers. Individuals posing as Elexicon Energy representatives were contacting customers by phone and threatening disconnection unless a payment was made immediately.

Elexicon Energy does not threaten immediate disconnection for non-payment. Our collection process includes telephone messages and notices. Additionally, Elexicon Energy does not accept bitcoin or money transfers as methods of payment, nor do we text message customers to discuss their account.

If you suspect someone is trying to scam you, please contact us at 1-888-420-0070 or email customercare@elexiconenergy.com. Customers should also report suspicious activity to the Canadian Anti-Fraud Centre at 1-888-495-8501.

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.



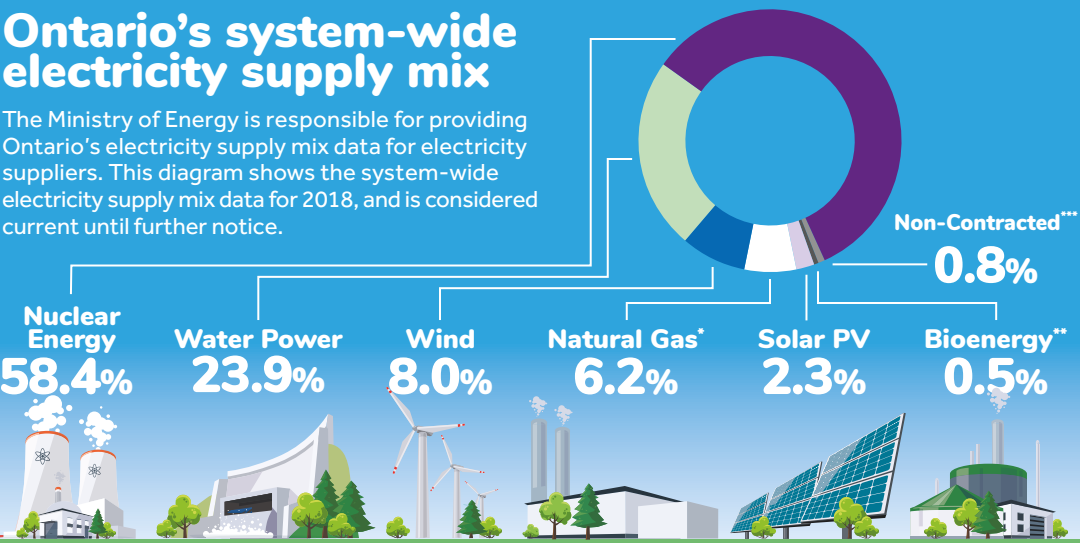
Drop Box

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.

Ontario's system-wide electricity supply mix

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 2018, and is considered current until further notice.



* Includes Lennox, dual fuel (natural gas / bioenergy) consistent with IESO. ** IESO's embedded generation data set merges 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).

Winter time-of-use hours in effect

Electricity prices for November 1, 2019

OFF-PEAK	10.1¢ /kilowatt hour (kWh)
MID-PEAK	14.4¢ /kWh
ON-PEAK	20.8¢ /kWh

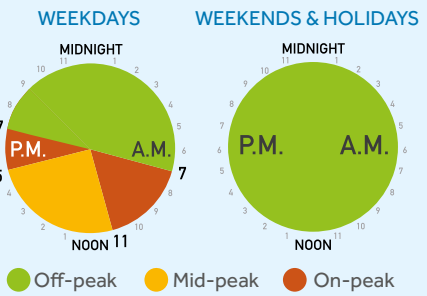
These are the prices that appear on the electricity line of your bill and are only for the electricity you use. They do not include other charges like delivery.

Households that aren't on time-of-use pricing will pay 11.9¢/kWh for the first 1,000 kWh of electricity they use per month; 13.9¢ for each additional kWh. Small businesses on tiered pricing will pay 11.9¢/kWh for the first 750 kWh of electricity they use per month; 13.9¢ for each additional kWh.

If you signed a contract with an electricity retailer, you pay the price agreed upon in the contract, not the price set by the OEB.

NEW: Ontario has introduced new bill relief. The Ontario Electricity Rebate will reduce your bills effective November 1. Learn more at [OEB.ca](https://www.oeb.ca)
1-877-632-2727 (Toll-free within Ontario)
TTY: 1-844-621-9977 (Toll-free within Ontario)

Winter time-of-use hours in effect November 1



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:

- At our main office, located at **55 Taunton Rd. E., Ajax**
- By calling our Customer Care Department at **1-888-420-0070** (Monday to Friday, 8:30 a.m. to 4:30 p.m.)



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](https://www.elexiconenergy.com).

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