

We're here for you

You need to stay connected, now more than ever. We are your partner when you need to power your business, in the home you share with loved ones and in the community.

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

We may be social distancing, but we're keeping our community close to our hearts through the COVID-19 pandemic. If you are concerned about paying your bill, are experiencing

hardship, or have been impacted by the COVID-19 pandemic, please contact us to discuss extended bill payment options and financial assistance programs.

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

Take care and be safe,

Lesley Gallinger President & CEO, Elexicon Energy

Making sure your power is running



OUR TEAMS ARE
IN THE FIELD WORKING
ON NEW PROJECTS AND
RESPONDING TO OUTAGES.

2 METRES OR 6 FEET

Remember to respect COVID-19 social distancing measures when you see us working.



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



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.

Manage your account and learn more about payment options at elexiconenergy.com.

Looking out for you

BEWARE OF SCAMS!

If you receive an email, text message, or phone call from someone posing as an Elexicon Energy representative and threatening to disconnect your power, do not respond and contact us immediately.

Scammers may try to get your attention by including COVID-19 in the subject line and claiming to offer help. Beware of these messages and remain vigilant.

Protect your personal information and keep your utility bill private. Only share your information on our official website or with our Call Centre, using the number displayed on your bill.





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

How can we help you?

FORMER VERIDIAN CONNECTIONS CUSTOMERS

905-420-8440 or 1-888-420-0070 Customer Care: General Business Enquiries: 905-427-9870 or 1-888-445-2881 customercare@elexiconenergy.com



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

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For additional contact information, go to elexiconenergy.com.