



the illuminator

OUR POWER IS RESPONSE-ABILITY | ISSUE 3 • SUMMER 2020

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.

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



Internet Banking

Credit Card

Drop Box

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

BEWARE OF SCAMS!

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.



Follow us
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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:
ellexiconenergy.com

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: customercare@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@elexionenergy.com

For additional contact information, go to elexiconenergy.com.



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