

the illuminator

OUR POWER IS RESPONSE-ABILITY | ISSUE 6 • WINTER 2021

Greetings!

I'm Indy Butany-DeSouza, Elexicon Energy's new President and CEO.

I have been with Elexicon for a little over two months now, and quickly learning how much has been accomplished since the company formed in 2019. Going through a merger as successfully as Elexicon has during a global pandemic is no small feat, and I am incredibly proud of our team's efforts but there is still lots to do!

I am looking forward to engaging our customers and community partners as we advance our strategy and provide reliable, cost-effective and safe electricity services in our regions.



The energy sector is at a tremendous turning point with new technologies and innovations emerging rapidly each and every day, and Elexicon has a tremendous opportunity to be a part of that story to better serve you.

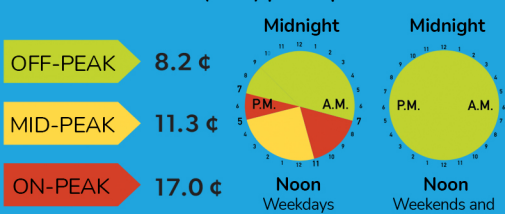
On behalf of the entire team here at Elexicon, I wish you and your families a very happy and safe holiday season.

Warmly,

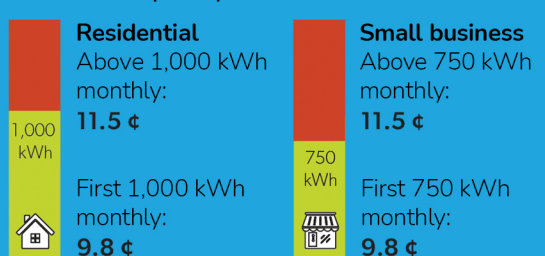
Electricity prices effective November 1st, 2021

These prices appear on the Electricity line of your bill and reflect the electricity you use.

Winter Time-of-Use (TOU) prices per kilowatt hour:



Winter Tiered prices per kilowatt hour:



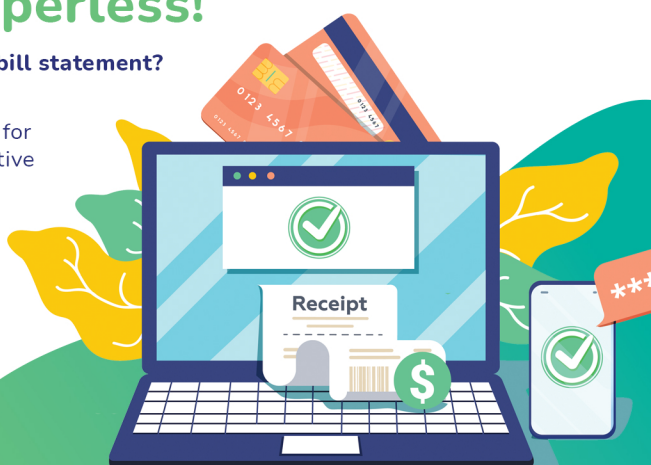
You can choose your price plan. Visit: elexiconenergy.com

It's time you go paperless!

Are you still receiving a hard copy of your bill statement?

Make the switch to paperless billing. Sign up for eBill today – an environment-friendly alternative to receiving your monthly statement by mail.

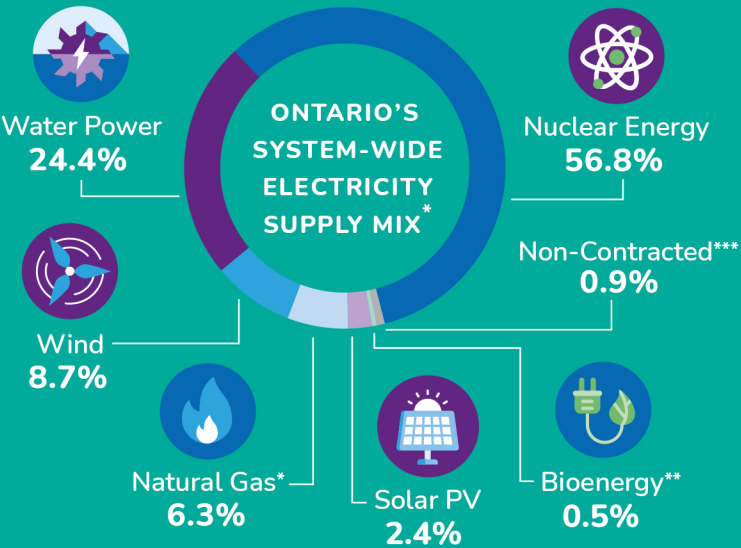
Important: Do you receive your Elexicon Energy bill statement through epost™? Canada Post will be retiring the service by December 2022 so now is the time to go sign up for eBill.



Sign up for eBill through our customer portal – [my.elexicon](https://my.elexicon.com) – or call us at 1-888-445-2881.

Where your electricity comes from

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 2019, and is considered current until further notice.



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

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](#). Visit [elexiconenergy.com](#) to register.

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 by calling our Customer care department at 1-888-420-0070 (Monday to Friday, 8:30 a.m. to 4:30 p.m.)



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



For additional contact information, visit us at [elexiconenergy.com](#)
Follow us on Twitter: [@ElexiconEnergy](#)

