



the illuminator

OUR POWER IS RESPONSE-ABILITY

A Message from our President and CEO

To Our Valued Customers:

The months of May and June were not kind to Ontario's electric utilities when it came to weather.

On May 21, a powerful derecho storm blew across southern and eastern Ontario spawning an EF2 tornado in Uxbridge resulting in the township declaring a state of emergency. More than 900,000 homes and businesses were left without power across Ontario and Quebec, including 64,000 Elexicon Energy customers at its peak. The damage was unprecedented and more devastating on our electricity distribution system than the historic ice storm in 2013. Our Uxbridge West Substation was severely damaged and required significant repairs, more than 100 poles needed replacing, and many trees and large branches brought down power lines.

A few weeks later, on June 16, another powerful storm struck parts of southern and central Ontario. The City of Belleville was hit hard, with more than 15,000 customers without power after the skies cleared. Damage was significant and widespread throughout the city. Community officials and residents said they haven't seen a storm that severe in years.

I am incredibly proud of how our crews, system controllers, and support teams came together following both storms to restore power as quickly and as safely as possible. Power restoration work is not easy and often times very difficult given the damage and repair work required to re-energize customers. The work our linepersons do is very dangerous, and working safely comes first at Elexicon Energy.

On behalf of the organization, I would like to thank you for your patience and understanding during these recent weather events. You had a number of questions about our processes and what to do in the event of a storm so, with that in mind, we pulled together this issue of the illuminator that we hope can serve as a resource tool. We hope you find the information helpful and informative.

Warmly,



Indrani J. Butany-DeSouza



How We Get the Power Back On

Elexicon Energy's Power Restoration Plan defines the levels of response (shown below) depending on the severity of the outage, and ensures that the organization is able to devise the safest and fastest restoration given the specific circumstances.

Our 24/7 system control centre becomes command central whenever the Power Restoration Plan is enacted. During a major outage, at least two distribution system operators are on duty at all times. Through the use of automated substation and distribution feeder technology, they are often able to restore power to some customers remotely in a short period of time.

The plan sets out to protect public safety, then maximize the number of customers restored in the shortest time possible.



1 Start with emergency services, hospitals, retirement residences, water and sewage treatment plants, pumping stations and municipal warming stations.



2 Focus next on feeders that supply power to local substations.



3 Then work to restore feeders that deliver power from local substations to specific streets.



4 Finally, turn efforts to re-energizing individual homes and businesses.

Be Ready for the Next Outage

Storms, interference from trees and animals, vehicle accidents, and equipment failure are some of the realities affecting our power system that we try to protect against. However, outages can still happen. Be storm ready! Here are some tips you can use to prepare for a power outage and what to do in the event one occurs.



Before an Outage

- Have an emergency survival kit containing items that you'll need to remain comfortable for at least 72 hours.
- Visit ontario.ca/page/be-prepared-emergency-for-a-survival-kit-checklist.
- Check trees on your property and call us to investigate branches and limbs that threaten to make contact with power lines.



During an Outage

- Always consider downed power lines to be live and dangerous. Electricity can travel through water and the ground around downed power lines. Stay back at least 10m (33 ft) or the length of a school bus.
- Call 9-1-1 and Elexicon Energy (1-866-579-6819) immediately to report any downed power lines or electrical hazards.
- Portable generators can provide security and comfort during power outages. Consult the owner's manual and the Electrical Safety Authority (esasafe.com) for proper use and important safety tips.



After an Outage

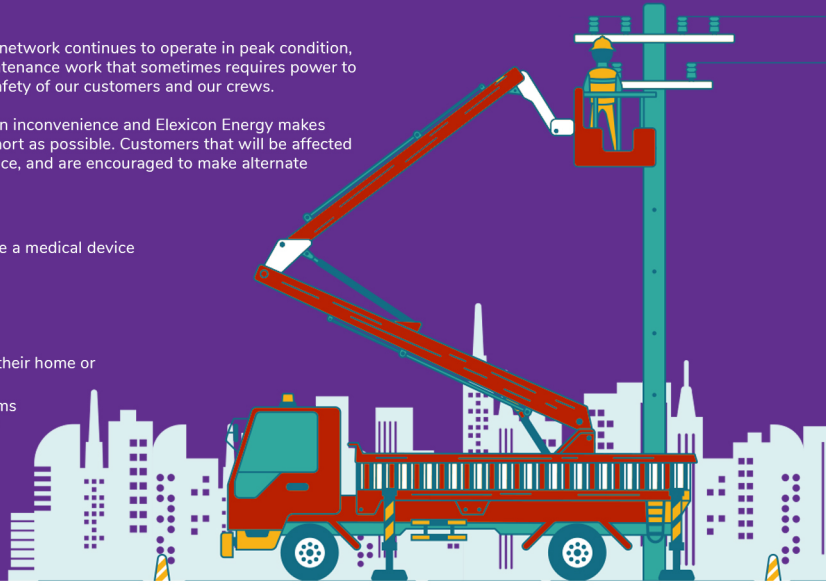
- Do not plug in electrical appliances that have been wet until they have been checked by a licensed electrical contractor or serviced by the manufacturer.
- Give the electrical system a chance to stabilize before reconnecting appliances and equipment. Turn on appliances and equipment one at a time over 15 minutes to allow Elexicon Energy's distribution system to stabilize.

Preparing for a Scheduled Power Interruption

To ensure that our electricity distribution network continues to operate in peak condition, Elexicon Energy conducts important maintenance work that sometimes requires power to be temporarily disrupted to protect the safety of our customers and our crews.

We understand that power outages are an inconvenience and Elexicon Energy makes every effort to keep the interruption as short as possible. Customers that will be affected by a planned outage are notified in advance, and are encouraged to make alternate arrangements if they have:

- life support equipment or require a medical device supported by electricity
- computer equipment
- an electric sump pump
- an electric garage door opener
- a security company monitoring their home or business
- smoke or carbon monoxide alarms electronically connected to their home's power supply without battery back-up



Finding solutions that suit your lifestyle

YOU MAY 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. Visit elexiconenergy.com for more information.



Kubra EZ-Pay Options

Pay your bill using Elexicon Energy's electronic payment system, Kubra EZ-Pay. The service allows you to pay your bill by credit card, debit card or debiting your bank account. Visit our customer portal – my.elexicon – and click the EZ-Pay link at the bottom of the page for more information.

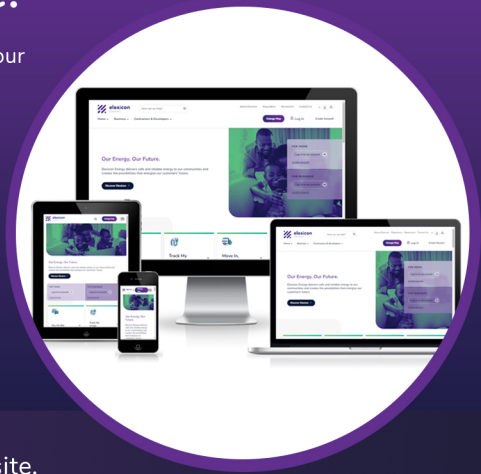
Manage your account and pay your bill using my.elexicon.
Visit elexiconenergy.com to register.

Check out our new website!

We are pleased to power up your online experience with our new website.

The primary goal of the redesign was to create an interactive and engaging website that improves the customer experience and is responsive across all platforms and devices.

The site design is mobile-first and reflects the ongoing trend of providing energy customers with easy to use resources from the palm of their hand.



Visit elexiconenergy.com to explore the new website.

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
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