



Our Energy, Our Future.



A Message from our President and CEO

As 2023 draws to a close, I would like to highlight a few of my team's accomplishments and success stories over the past year. The organization and its talented employees - working together with an unwavering commitment to each other, our customers and the communities we serve - made the following possible:



- We received the Electricity Distributors Association's Public Electrical Safety Excellence Award, Energy Storage Canada's Champion of Diversity, Equity, & Inclusion Award and the Ajax-Pickering Board of Trade's Business Excellence Award.
- Ribbon cutting ceremonies were held to mark the completion of our Seaton Municipal Transformer Station (Seaton TS) and Belleville Operations Centre. The Seaton TS is the organization's first transformer station wholly owned and operated by Elexicon Energy. The Operations Centre is the organization's eastern energy hub and new home for our Belleville team.
- Our charity golf tournament raised a record-breaking \$200,000 for six community agencies that provide vital services in the communities the organization serves.

I am extremely proud of what we were able to accomplish this year, in order to continue to provide our customers with safe and reliable electricity. I look forward to carrying this positive momentum into 2024.

Warmly,

Indrani J. Butany

Customer Choice - Power is Personal



Residential and small business customers can now choose between three electricity price plan options: Time-of-Use (TOU), Tiered and Ultra-Low Overnight (ULO).

With TOU and ULO, the price depends on when you use electricity. This means you can help manage your electricity costs by shifting your usage to lower price periods when possible.

With Tiered, the price depends on how much electricity you use overall in a month.

Compare TOU, ULO and Tiered prices using the Ontario Energy Board's bill calculator at oeb.ca.

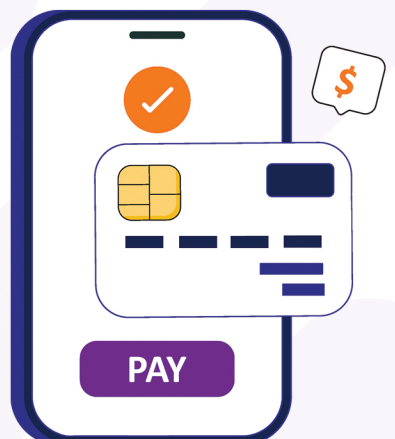
Visit elexiconenergy.com/choice for more information and details on how to switch between plans.

It's time you go paperless!

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

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

Sign up for eBill through
our customer portal -
my.elexicon



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.



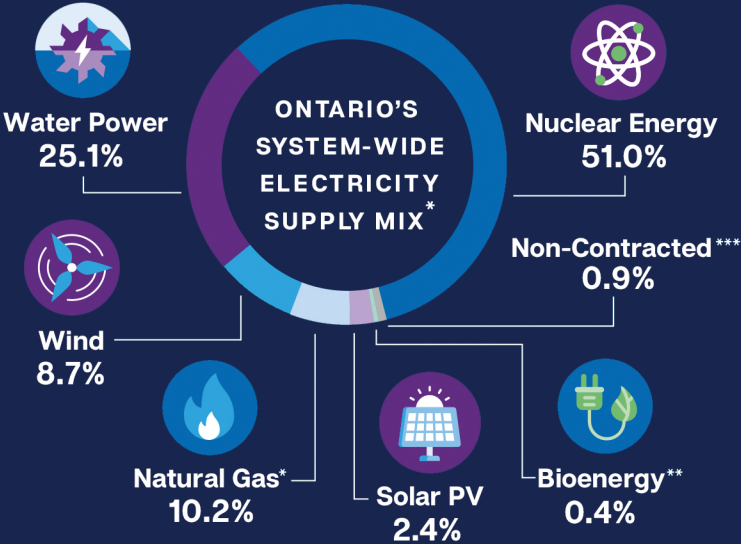
Kubra EZ-Pay Options

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.

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 2022, 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).
Note: Figures may not add to 100% due to rounding.

Get outage news - anywhere, anytime.



Follow us on X:
[@ElexiconEnergy](https://twitter.com/ElexiconEnergy)



Call our 24-hour Outage Information Hotline:
1-866-579-6819



To access outage map, visit our website:
elexiconenergy.com

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 X: [@ElexiconEnergy](https://twitter.com/ElexiconEnergy)

