

## Number of Customers



**16,078**  
Residential



**2,028**  
Business

**66**



New Connections  
\*Since January 2023

**\$5.9M\***



Infrastructure  
investments

\*Amount is based on system renewal, road relocations and value of customer-driven work (e.g. new residential subdivisions).

## Customer Support



**99.9%**  
Billing Accuracy



**90.6%**  
First Contact  
Resolution\*

\*First Contact Resolution is a measure of a distributor's effectiveness to satisfactorily addressing customers' complaints.



**\$16,280**

Donated to  
Belleville charities  
and non-profit  
organizations

**32** Total number of  
outages

**0.24**

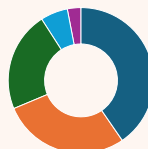
Average number of hours power  
to a customer was interrupted

**0.41**

Average number of times power to  
a customer was interrupted

**Top 5 Reasons for  
Power Outages**

- Scheduled Outage (40%)
- Defective Equipment (28%)
- Foreign Interference\* (22%)
- Unknown/Other (6%)
- Tree Contact (3%)



\*The Ontario Energy Board describes Foreign Interference as interruptions beyond the control of the distributor such as those caused by animals, vehicles, dig-ins, vandalism, sabotage and other foreign interference.



**5 Years of Excellence**  
April 1 marked the  
five-year anniversary  
of Elexicon Energy.



**Recognized for  
Sustainability  
Excellence**  
Elexicon Energy  
received the inaugural  
EDA Sustainability  
Excellence Award



**Corporate Reports**  
Elexicon Corporation,  
the parent company to  
Elexicon Energy,  
released its 2023  
Annual Report and  
Corporate, Environ-  
mental and Social  
Responsibility Report



**Fun Fact**  
Elexicon Energy's  
service territory is  
**787 km<sup>2</sup>**, Almost iden-  
tical to New York City  
at 785 km<sup>2</sup>



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### Keeping Electricity Costs Down for Families

The province has expanded the eligibility for the  
Ontario Electricity Support Program.