

Number of Customers



33,669
Residential



2,909
Business



820

New Connections
*Since January 2023



\$8.8M*

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.



\$33,354

Donated to
Pickering charities
and non-profit
organizations

91 Total number of
outages

0.41

Average number of hours power
to a customer was interrupted

0.23

Average number of times power to
a customer was interrupted

Top 5 Reasons for Power Outages

- Foreign Interference* (22%)
- Tree Contact (18%)
- Defective Equipment (18%)
- Unknown/Other (16%)
- Schedule Outage (13%)



*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, Environmental
and Social Responsibility
Report



Fun Fact
Elexicon Energy's
service territory is
787 km², Almost identical
to New York City
at 785 km²



**Subscribe to
illuminator online**
Elexicon Energy's
new digital newsletter



Keeping Electricity Costs Down for Families

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