## **Municipality of Port Hope**



### **Number of Customers**





**New Connections** \*Since January 2023

\$1.8M\*

Infrastructure investments

\*Investment is grouped with the Municipality of Clarington, and is based on system renewal, road relocations and value of customer-driven work (e.g. new residential subdivisions).

\$307



### **Customer Support**



99.9% Billing Accuracy First Contact Resolution\*

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

## **Total number of**

0.30

Average number of hours power to a customer was interrupted

outages

Average number of times power to a customer was interrupted

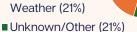
## **Power Outages**

- ■Scheduled Outage (29%)
- Adverse
- Weather (21%)

- Loss of Supply (7%)

# **Top 5 Reasons for**

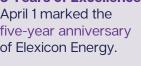




#### ■ Defective Equipment (14%)

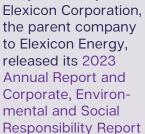


### **5 Years of Excellence** April 1 marked the five-year anniversary of Elexicon Energy.





#### **Corporate Reports**





### **Fun Fact**

Elexicon Energy's service territory is 787 km<sup>2</sup>, Almost identical to New York City at 785 km<sup>2</sup>





### **Keeping Electricity Costs Down for Families**

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

elexiconenergy.com

communication@elexiconenergy.com

1-888-445-2881

x.com/ElexiconEnergy