

Number of Customers



5,807
Residential



800
Business

60



New Connections
*Since January 2023

\$1.2M*



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.



\$7,000

Donated to
Gravenhurst charities
and non-profit
organizations

73 Total number of
outages

1.62

Average number of hours power
to a customer was interrupted

0.44

Average number of times power to
a customer was interrupted

Top 5 Reasons for Power Outages

- Tree Contact (29%)
- Defective Equipment (22%)
- Foreign Interference* (18%)
- Unknown/Other (11%)
- Loss of Supply (8%)



*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 km², Almost iden-
tical 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.