

Number of Customers



45,570
Residential



2,864
Business



275

New Connections
*Since January 2023



\$5.3M*

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.



\$26,309

Donated to
Whitby charities
and non-profit
organizations

60 Total number of
outages

0.36

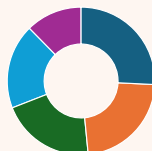
Average number of hours power
to a customer was interrupted

0.13

Average number of times power to
a customer was interrupted

Top 5 Reasons for Power Outages

- Defective Equipment (25%)
- Tree Contact (22%)
- Foreign Interference* (20%)
- Scheduled Outage (18%)
- Unknown/Other (12%)



*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.