

Number of Customers



2,496
Residential



321
Business

0



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). Includes the Townships of Scugog and Uxbridge.

Customer Support



99.9%
Billing Accuracy



90.6%
First Contact Resolution*



\$2,666

Donated to Brock charities and non-profit organizations

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

13 Total number of outages

0.21

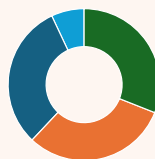
Average number of hours power to a customer was interrupted

0.20

Average number of times power to a customer was interrupted

Top 5 Reasons for Power Outages

- Scheduled Outage (31%)
- Tree Contact (31%)
- Defective Equipment (31%)
- Unknown/Other (7%)
- N/A



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



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Keeping Electricity Costs Down for Families

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