

Number of Customers



2,045
Residential



352
Business

2



New Connections
*Since January 2023

\$1.2M*



Infrastructure investments

*Investment is grouped with the Township of Brock, and 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.



\$2,148

Donated to
Scugog charities
and non-profit
organizations

14 Total number of
outages

0.13

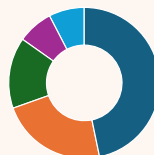
Average number of hours power to a customer was interrupted

0.09

Average number of times power to a customer was interrupted

Top 5 Reasons for Power Outages

- Scheduled Outage (43%)
- Defective Equipment (21%)
- Loss of Supply (14%)
- Tree Contact (7%)
- Unknown/Other (7%)



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.