

2024 Year End Community Report City of Pickering



Number of Customers



34,209
Residential



3,216
Business

Customer Support



99.9%
Billing Accuracy



90.4%
First Contact
Resolution*

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

161 Total number of
outages

0.34

Average number of hours power
to a customer was interrupted

0.17

Average number of times power to
a customer was interrupted

Top 5 Reasons for Power Outages

- Adverse Weather (37%)
- Tree Contact (24%)
- Foreign Interference* (11%)
- Defective Equipment (10%)
- Unknown/Other (9%)



*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.



\$21.1 Million*
Infrastructure investments

*Amount is based on system renewal, road relocations and value of customer-driven work (e.g. new residential subdivisions).



\$73,891
Donated to Pickering charities and
non-profit organizations



Leadership Announcement

Stacia Boss has been
named Acting President
and CEO of Elexicon
Energy.



\$338K Raised for Community Agencies

Elexicon Energy's
Charity Golf
Tournament raises
\$338,000 for seven
community agencies.



Recipient of ESA Award

The Electrical Safety
Authority recognized
Elexicon Energy
for its efforts to improve
electrical safety by
presenting the
organization with their
Ontario Electrical Safety
Award.



Powering Distributor Sector Training

Elexicon Energy and
Centennial College
announce a **partnership**
to develop and launch
two micro-credentials
for learners interested in
careers in power
distribution.



Fun Fact

Elexicon Energy has
more than 37,400
hydro poles and pole
structures across its
service territory.