

2024 Year End Community Report Municipality of Clarington



Number of Customers



15,226
Residential



1,145
Business

Customer Support



99.9%
Billing Accuracy



90.4%
First Contact
Resolution*

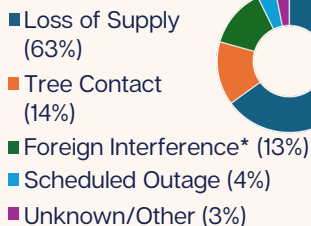
*First Contact Resolution is a measure of a distributor's effectiveness to satisfactorily addressing customers' complaints.

78 Total number of
outages

0.24
Average number of hours power
to a customer was interrupted

0.30
Average number of times power to
a customer was interrupted

Top 5 Reasons for Power Outages



*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.



\$4.3 Million*
(Amount includes Port Hope)
Infrastructure investments

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



\$34,209
Donated to Clarington 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.