

Number of Customers



5,405
Residential



634
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.

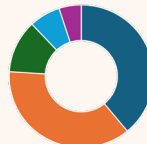
27 Total number of outages

0.18
Average number of hours power to a customer was interrupted

0.06
Average number of times power to a customer was interrupted

Top 5 Reasons for Power Outages

- Foreign Interference* (39%)
- Defective Equipment (37%)
- Unknown/Other (12%)
- Scheduled Outage (7%)
- Tree Contact (5%)



*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 Clarington)
Infrastructure investments

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



\$12,585
Donated to Port Hope 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.