

# 2024 Year End Community Report Town of Ajax



## Number of Customers



37,142  
Residential



2,678  
Business

## Customer Support



99.9%  
Billing Accuracy



90.4%  
First Contact  
Resolution\*

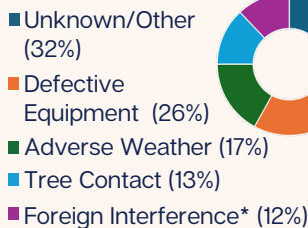
\*First Contact Resolution is a measure of a distributor's effectiveness to satisfactorily addressing customers' complaints.

**92** Total number of  
outages

**0.10**  
Average number of hours power  
to a customer was interrupted

**0.15**  
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.



**\$14.1 Million\***  
Infrastructure investments

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



**\$83,004**  
Donated to Ajax 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.