

2024 Year End Community Report Town of Whitby



Number of Customers



45,687
Residential



3,208
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.

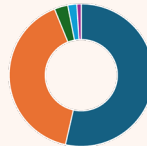
133 Total number of
outages

0.44
Average number of hours power
to a customer was interrupted

0.32
Average number of times power to
a customer was interrupted

Top 5 Reasons for Power Outages

- Defective Equipment (53%)
- Tree Contact (40%)
- Unknown/Other (3%)
- Foreign Interference* (2%)
- Scheduled Outage (1%)



*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.



\$16.9 Million*
Infrastructure investments

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



\$100,697
Donated to Whitby 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 Growth in North Whitby

A new substation is being considered that would support the construction of approximately 5,000 new homes in Brooklin.



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.