

# 2024 Year End Community Report Township of Scugog



## Number of Customers



2,057  
Residential



373  
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.

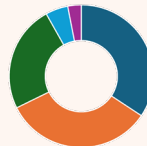
**23** Total number of  
outages

**0.17**  
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\* (34%)
- Defective Equipment (33%)
- Loss of Supply (24%)
- Lightning (5%)
- Scheduled Outage (3%)



\*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.



**\$2.2 Million\***  
Infrastructure investments  
(Amount includes Brock and Uxbridge)

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



**\$5,086**  
Donated to Scugog 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.