

# 2024 Year End Community Report Township of Uxbridge



## Number of Customers



1,325  
Residential



274  
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.

**17** Total number of  
outages

**0.36**

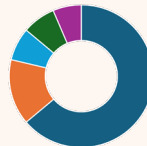
Average number of hours power  
to a customer was interrupted

**0.16**

Average number of times power to  
a customer was interrupted

### Top 5 Reasons for Power Outages

- Loss of Supply (60%)
- Unknown/Other (14%)
- Scheduled Outage (7%)
- Tree Contact (7%)
- Adverse Weather (6%)



\*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 Scugog)

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



**\$3,370**  
Donated to Uxbridge 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.