



the illuminator

Our Energy, Our Future.



**Building a
fence?**



**Planting a
tree?**



**Putting in a
garden?**

To ensure your safety, you are required to call Ontario One Call before you dig to locate Elexicon Energy's underground cables.

A certified professional will locate your underground lines and mark them so you can safely proceed with your outdoor project.

Call **1-800-400-2255** or visit **OntarioOneCall.ca** to book a **FREE** underground cable locate appointment.

Finding solutions that suit your lifestyle

YOU MAY CHOOSE THE BILL PAYMENT OPTION THAT IS MOST CONVENIENT FOR YOU



Pre-Authorized & Other Payment Options

Variable Pre-Authorized withdraws the full amount of your bill from your bank account on the due date. Equal Pre-Authorized withdraws the same amount from your bank account every month on a regular recurring date (choose from 1st to the 28th). Equal Payment Plan is similar to the Equal Pre-Authorized, however, there is no requirement for automatic payment withdrawals. Visit elexiconenergy.com for more information.



Kubra EZ-Pay Options

Pay your bill using Elexicon Energy's electronic payment system, Kubra EZ-Pay. The service allows you to pay your bill by credit card, debit card or debiting your bank account. Visit our customer portal – my.elexicon – and click the EZ-Pay link at the bottom of the page for more information.

Register for our customer portal, my.elexicon, to manage your account and pay your bill. Visit elexiconenergy.com to register.

It's time you go paperless!

Are you still receiving a hard copy of your electricity bill?

Make the switch to paperless billing. Sign up for eBill today for an environment-friendly alternative to receiving your monthly bill by mail.

Sign up for eBill through our customer portal - my.elexicon



Bill Assistance Programs

Support programs are available for customers who need assistance with their bill payments. You need to meet certain criteria to qualify for these programs:

Ontario Electricity Support Program (OESP)

This program provides ongoing support through a monthly credit applied directly on qualified customers' electricity bills.

Learn more at OESP.ca | Call: 1-855-831-8151

Low-income Energy Assistance Program (LEAP)

This program provides a one-time grant to help customers avoid disconnection.

If you are located in Ashburn, Brooklin, Myrtle or Whitby, please call Community Development Council Durham at: 905-686-2661

If you are located in a community other than the ones shown above, please call United Way Simcoe Muskoka at: 1-855-487-5327

Learn more at ellexiconenergy.com



Beware of Scammers



We regularly receive reports of individuals claiming to be from Elexicon Energy contacting customers and threatening disconnection unless a payment is made immediately.

We do not accept e-transfers, cash payments or digital currency. To view a list of our bill payment options and to learn more about our disconnection process, visit ellexiconenergy.com.

If you receive a suspicious or threatening call from someone claiming to be from Elexicon, please contact us at 1-888-420-0070 to speak to a customer care advisor. If you have been a victim of a scam or fraud, please contact the Canadian Anti-Fraud Centre at 1-888-495-8501.



Get outage news - anywhere, anytime.



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Call our 24-hour Outage Information Hotline:
1-866-579-6819



To access outage map, visit our website:
ellexiconenergy.com

How can we help you?

Customer Care:

905-420-8440 or 1-888-420-0070

General Business Enquiries:

905-427-9870 or 1-888-445-2881

Email:

customercare@ellexiconenergy.com



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