

2025 Mid-Year Community Report Town of Ajax



Number of Customers



37,168
Residential



2,693
Business

Customer Support



99.9%
Billing Accuracy



90.3%
First Contact
Resolution*

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

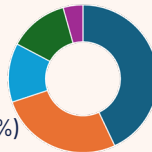
129 Total number of
outages

0.18
Average number of hours power
to a customer was interrupted

0.25
Average number of times power to
a customer was interrupted

Top 5 Reasons for Power Outages

- Defective Equipment (40%)
- Foreign Interference* (25%)
- Tree Contact (12%)
- Unknown/Other (12%)
- Scheduled Outage (4%)



*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.



\$6.7 Million*
Infrastructure investments

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



\$85,218
Donated to Ajax charities and non-profit organizations



Industry Recognition

Elexicon was awarded the EDA's Innovation Excellence Award for its ground-breaking BESS-STATCOM solution.



2027-2031 Investment Plan

Elexicon launched a customer engagement survey to gather input on its 2027-2031 Investment Plan.



New Leader

Ms. Amanda Klein was appointed the new President and CEO of Elexicon and its subsidiaries.



Corporate Reports

Elexicon released its 2024 Annual Report and CCSR Report.



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