

2025 Mid-Year Community Report

Town of Gravenhurst



Number of Customers



5,894
Residential

(Includes 1,549 seasonal customers)



830
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.

85 Total number of
outages

0.92

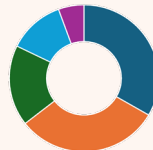
Average number of hours power
to a customer was interrupted

0.37

Average number of times power to
a customer was interrupted

Top 5 Reasons for Power Outages

- Tree Contact (30%)
- Defective Equipment (28%)
- Unknown/Other (16%)
- Loss of Supply (11%)
- Adverse Weather (5%)



\$637,000*

Infrastructure investments

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



\$14,176

Donated to Gravenhurst 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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