

Time of Use Rates Suspended for 45 Days

The Government of Ontario is providing temporary 45-day emergency relief to support Ontarians impacted by the global COVID-19 outbreak. As of Tuesday, March 24, 2020, households, farms and small businesses who pay time-of-use electricity rates will be charged off-peak rates 24 hours a day, seven days a week.

“I applaud the province’s decision to temporarily suspend time of use electricity rates and move consumers onto the lowest rate. This announcement provides our customers and all Ontarians with some peace of mind so they can concentrate on what matters most – keeping their loved ones safe.”

Lesley Gallinger
President & CEO

If you are concerned about paying your bill, are experiencing hardship or have been impacted by the COVID-19 pandemic, please call us to discuss extended bill payment options and financial assistance programs.

Managing Your Elexicon Energy Account

Elexicon Energy is committed to providing customers with a variety of billing and payment options, from pre-authorized payment plans to internet banking and eBill. Go to elexiconenergy.com to choose the method that is most convenient for you.

Reminders

- All electricity disconnections have been suspended until further notice.
- All non-essential planned power outages have been suspended until further notice.
- All Elexicon Energy offices remain closed to the public until further notice.

Contact Us

Customer Care: 905-420-8440 or 1-888-420-0070
General Business Enquiries: 905-427-9870 or 1-888-445-2881
Email: customercare@elexiconenergy.com

Outage News and Information

Visit: elexiconenergy.com

Follow us on Twitter: [@ElexiconEnergy](https://twitter.com/ElexiconEnergy)

Call: 1-844-278-1432 (Outages in Whitby) or 1-866-579-6819 (All Other Service Areas)