



**ANNOUNCEMENT**  
MAR 19, 2020

## **Elexicon Energy Addresses Concerns Over Electricity Costs**

Elexicon Energy understands our customers have concerns over electricity costs during this very difficult time. We do not have the authority to revise time of use rates, however, we are working closely with the Ministry of Energy and industry associations to review options available to customers across the province.

**As part of our commitment to put customers first, Elexicon Energy has suspended all electricity disconnections until further notice.**

**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.**

We hope these added measures provide customers with peace of mind so they can concentrate on what matters most – keeping their loved ones safe.

Reminder: 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: [customer care@elexiconenergy.com](mailto:customer care@elexiconenergy.com)

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