

## **Providing Peace of Mind for Customers**

As an essential service, we understand the critical role we have in powering households, businesses, communities and the infrastructure needed to fight COVID-19. Ensuring every customer remains connected today is more important than ever before.

To ensure everyone's safety and the reliable delivery of power, we are concentrating our efforts on essential services only, and have suspended all non-critical planned work and planned outages across our entire service territory.

We have received many calls and emails from customers concerned about electricity prices and paying their bills. We recognize that this is a difficult time for everyone, and want our customers to know that we're here to help and support them. We have suspended all electricity disconnections until further notice, and we encourage customers to contact us to discuss extended bill payment options and financial assistance programs.

In addition to this, the Government of Ontario is providing temporary 45-day emergency relief to support Ontarians impacted by COVID-19. As of Tuesday, March 24, 2020, households, farms and small businesses who pay time of use (TOU) electricity rates will be charged the off-peak rates 24 hours a day, seven days a week. It is anticipated that this change to TOU rates will save the typical residential customer approximately \$16/month. This change does not require customers to take any action.

We have a variety of billing and payment options for customers, from pre-authorized payment plans to internet banking and eBill. To register for eBill or to explore the option that is most convenient for you, go to [elexiconenergy.com](http://elexiconenergy.com) or give us a call to discuss the possibilities.

If you do plan on contacting us, please be patient. We are experiencing high call volumes and doing our very best to answer them as quickly as possible.

## **Questions About Your Account or General Business Enquiries**

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](mailto:customercare@elexiconenergy.com)

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

Please take care and be safe.

Sincerely,

Lesley Gallinger  
President & CEO