

Elexicon Energy Makes Changes to its Connections-Related Activities

Elexicon Energy is working diligently to address many emerging issues during the COVID-19 pandemic. With the well-being of our employees and the public top-of-mind, the company is making changes to its connections-related activities.

Effective immediately, Elexicon Energy will no longer be accepting or completing the following non-essential services:

- Net meter changes
- Suite meter changes
- Customer requested tree trimming (non-emergency)
- Substation or primary service isolations
- Disconnect/reconnects for customer maintenance work. This includes but is not limited to:
 - Moving a meter outside
 - Adding a meter (i.e. basement apartment)
 - Customer isolation only upgrades
 - Panel changes

All existing scheduled appointments for any of the above listed activities are cancelled, and customers have been notified.

If any of the discontinued services above are required for **emergency, health, or safety reasons**, the customer or the customer's representative is to advise Elexicon Energy, who will review the request and make exceptions and/or accommodations on a case-by-case basis.

Elexicon Energy will continue to accept and complete the following:

- Locates
- Service removals (Demolition)
- New low voltage and high voltage service connections. This includes:
 - Communication pedestals
 - General services
 - Infill lots
 - Subdivision lots
 - Temporary services
 - Traffic signals and streetlights

Customer enquiries can be sent to: dservices@elexiconenergy.com