



ANNOUNCEMENT
APR 30, 2020

Supporting customers through COVID-19: Elexicon Energy postpones rate increase

Elexicon Energy has postponed a 1.7 per cent increase in distribution rates until at least November 1, 2020. The measure to postpone any scheduled May 1, 2020 increases, which were approved by the Ontario Energy Board, will save residential households approximately \$1.07 per month.

Elexicon Energy has taken several measures to ensure that its customers have reliable power through COVID-19. All electricity disconnections have been suspended, and extended bill payment options and financial assistance programs remain available.

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

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)