

Ontario Extends Electricity Rate Relief During COVID-19

The Ontario government is extending emergency electricity rate relief to families, farms and small businesses until May 31, 2020 during the COVID-19 outbreak. Customers who pay time-of-use electricity rates will continue to be billed at the lowest price, known as the off-peak price, 24 hours a day, seven days a week. This electricity rate relief, initially provided for a 45-day period starting on March 24, 2020, has been extended by an emergency order under the *Emergency Management and Civil Protection Act*. The rate relief is intended to be in place for an additional 24 days.

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)