

Ontario Extends Suspension of TOU Pricing, Introduces COVID-19 Recovery Rate

The Ontario government is extending the suspension of time-of-use (TOU) pricing and has introduced a fixed electricity price, known as the COVID-19 Recovery Rate. A fixed price of 12.8 cents per kWh will be automatically applied to all TOU customers 24 hours a day, seven days a week. The fixed price will be in place from June 1 to October 31, 2020.

The COVID-19 Recovery Rate of 12.8¢/kWh is equal to the forecasted average electricity supply cost, calculated by the Ontario Energy Board as of November 1, 2019.

A price that doesn't vary by time of day provides enhanced predictability for residential, small business and farm customers about their costs at a time when their electricity use might be a lot different than it is normally.

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 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

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