



NEWS RELEASE

Elexicon Energy offers financial assistance programs to help offset impact of COVID-19

AJAX, ON -- July 29, 2020 – Elexicon Energy has kicked off an outreach campaign to help customers learn about financial assistance programs and extended bill payment options.

“We understand that customers in our service communities may have fallen behind on their electricity bills because of the COVID-19 pandemic or personal hardship,” said Rob Scarffe, Elexicon Energy’s Vice President of Customer Experience. “If you’re in this situation, we want to work with you to find a solution and get your account back into good standing.”

Earlier this year, the Ontario Energy Board placed a moratorium on electricity disconnections due to non-payment for residential and small business customers. This moratorium will expire on July 31, 2020.

“At Elexicon Energy, we see disconnections as a last resort, and we’re here to help you avoid reaching that point,” said Scarffe. “If you have fallen behind on bill payments, please contact our Customer Care team as soon as possible.”

Customers whose accounts are in arrears will be notified in the coming days.

COVID-19 Financial Assistance

Launched by the Government of Ontario, the COVID-19 Energy Assistance Program (CEAP) provides a one time, on-bill credit to eligible residential electricity and natural gas customers to help them catch up on their energy bills and resume regular payments. [View eligibility criteria and apply.](#)

In addition to CEAP, Elexicon Energy provides a number of other [financial assistance programs](#).

Avoiding Fraud

Elexicon Energy will begin notifying its customers whose accounts require attention beginning this week. As such, Elexicon Energy is alerting the public that scam artists have been active in the community, posing as collection agents for power utilities. If you have any questions about your bill, you should contact Elexicon Energy directly by telephone at 905-420-8440 or 1-888-420-0070. You can also view your account status within your my.elexicon account. Please do not share your personal or payment information with those attempting to reach you.

Elexicon Energy Customer Care

905-420-8440 or 1-888-420-0070
8:30 a.m. to 4:30 p.m., Monday to Friday

Elexicon Energy Inc.

Elexicon Energy provides more than 169,000 residential and business customers in parts of Durham Region and beyond with reliable and affordable energy services. The company is the fourth largest municipally owned electricity distributor in Ontario. Elexicon Energy is owned by five municipalities: the Town of Whitby, the City of Pickering, the Town of Ajax, the City of Belleville and the Municipality of Clarington.

- 30 -

Media Contact

Chris Mace

Corporate Communications Representative

Mobile: 905-621-2549 | Email: cmace@elexiconenergy.com