



NEWS RELEASE

Early Morning Outage Affects 21,000 Elexicon Energy Customers

AJAX, ON -- November 25, 2020 – Earlier today, approximately 21,000 Elexicon Energy customers in the communities of Bowmanville, Newcastle and Port Perry experienced a prolonged outage.

The outage – caused by a broken connector – occurred at approximately 8 a.m. System controllers and crews began power restoration efforts immediately, and were able to restore power in Port Perry by 8:30 a.m. Power in Bowmanville and Newcastle was restored shortly after 11 a.m.

“Power outages are an inconvenience, especially during these difficult times and when so many are working from home, says Moranne McDonnell, Elexicon Energy’s Vice President of Distribution Operations. “We apologize for this morning’s outage. An investigation is underway to determine what caused the connector to break. Our system controllers and crews worked hard to restore power safely and as quickly as possible.”

Elexicon Energy encourages customers to always be prepared for an extended outage by having an emergency survival kit at home. Ontario’s Emergency Management Office provides a [checklist](#) of what should be in the kit.

- 30 -

About 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.

Media Contact

Chris Mace

Corporate Communications Representative

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