



Media Statement

Gravenhurst Power Outage January 29, 2022

Ajax, ON (January 31, 2022) On Saturday, January 29, Elexicon Energy crews responded to a power interruption that, at its peak, affected just over 6000 Elexicon Energy customers in Gravenhurst. The outage was caused by a problem with Hydro One's transmission system that resulted in a loss of supply from Hydro One to our customers. The outage started at approximately 8:37 am on Saturday morning with the majority of customers restored by midnight. The final 85 Elexicon Energy customers' power was restored by 7:00 am on Sunday morning.

Elexicon Energy crews and teams maintained close contact with Hydro One, the Town of Gravenhurst and customers throughout the duration of the outage. Investigation of the outage revealed a broken switch at Hydro One's Bracebridge Transmission Station and broken cross arm and pole that affected supply to our customers. Crews worked hard to create a by-pass and reroute power to Elexicon Energy customers as well as make repairs.

Any loss of supply is difficult, particularly during the winter months and Elexicon Energy appreciates the patience of its customers, the work of all crews in the extreme cold and the support of the Town of Gravenhurst officials throughout this incident.

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About Elexicon Energy

Elexicon Energy powers life's most meaningful moments. As the fourth largest municipally owned electricity distributor in Ontario, our vision is to empower the communities we serve and help customers seize opportunities to ignite a better future. We provide over 171,000 residential and business customers with reliable and affordable energy services. Elexicon Energy is owned by five municipalities: the City of Pickering, the Town of Ajax, the Town of Whitby, the City of Belleville and the Municipality of Clarington. Learn more at elexiconenergy.com and follow us on [Twitter](#) and [LinkedIn](#).