



## NEWS RELEASE

### **Elexicon Energy Restores Power to 62,000 Customers; Power Restoration Efforts Continue for Remaining 2,000**

AJAX, ON -- May 26, 2022 – Elexicon Energy has made significant progress in its power restoration efforts with the bulk of the system now restored and customers who lost power during the storm now with power. Outages remain for approximate 2,000 in the communities of Ajax, Pickering, Whitby and Uxbridge.

These pockets represent the most difficult locations to restore because of challenges specific to those areas. In particular, Pickering Beach Road in Ajax has heavy tree and backyard damage that is hindering restoration efforts. Whitby Meadows is a new development that was heavily exposed to the storm, destroying newly installed infrastructure. North Pickering also experienced severe damage to poles with over 35 poles requiring full replacement and, in Uxbridge, where the F2 tornado hit, an entire substation was destroyed.

“As a result of these specific challenges and the logistical issues in replacing the equipment that was damaged, we cannot provide a firm time for power restoration. However, our crews are making incredible progress,” said Elexicon Energy, President and CEO, Indrani J. Butany-DeSouza. “They have been working around the clock since Saturday and continue to bring affected areas back online safely and expeditiously.”

Despite this, Elexicon Energy is hopeful to have the majority of all remaining customers restored by tomorrow. That being said, small pockets and individual customers with special circumstances may require more time.

The magnitude of the damage caused by Saturday’s storm is the worst that the Durham Region has experienced to its electrical infrastructure, including the 2013 ice storm.

#### Important Reminders:

- We continue to actively reassess our power restoration times for customers still without power. Please check our [outage map](#) with the understanding those times may be subject to change. Follow [@elexiconenergy](#) on Twitter for the latest information.
- If your area is listed on our outage map, we are aware of the situation and we are working to restore power as quickly and as safe as possible.
- If you are currently without power and are on life support or have a medical device supported by electricity, please contact your medical service provider for assistance.

- If you are currently without power, you may need a licensed electrical contractor to make repairs before we can restore your power. Visit the Electrical Safety Authority's [website](#) for more information.
- If you see a downed powerline or pole stay 10 meters away. You can report it by emailing us at [may2022storm@ellexiconenergy.com](mailto:may2022storm@ellexiconenergy.com) or calling 1-866-579-6819.
- Unplug as many appliances as possible. This helps to stabilize the electricity distribution system when power is restored. Unplug electronic equipment to avoid damage when power is restored. Televisions, computers, and microwave ovens are sensitive to surges when the power is restored.

For updates on Elexicon Energy's power restoration efforts:

- Access our outage map at: [ellexiconenergy.com](http://ellexiconenergy.com)
- Follow us on Twitter: [@ElexiconEnergy](https://twitter.com/ElexiconEnergy)
- Call our 24-hour Outage Information Hotline: 1-866-579-6819

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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 174,000 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 [ellexiconenergy.com](http://ellexiconenergy.com) and follow us on [Twitter](#) and [LinkedIn](#).

### **Media Contacts**

Kimberly Brathwaite

Brand & Public Relations Advisor

P: 905-424-9477 | E: [kbrathwaite@ellexiconenergy.com](mailto:kbrathwaite@ellexiconenergy.com)