

## Elexicon Energy's New Disconnection Process and Assurance for OEB Compliance

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Elexicon Energy Inc. is regulated by the Ontario Energy Board ("OEB"), an independent entity whose goal is to ensure Ontario's energy system is stable and consumers energy rights are protected.

On November 28, 2019, the Ontario Energy Board accepted an Assurance of Voluntary Compliance from Elexicon Energy in respect of a regulatory compliance matter.

As a result of an unintentional delay in the physical delivery of some disconnection notices during May and June 2019, the timelines and dates specified in the notice (i.e. the number of days between the date the notice was delivered and the date of potential disconnection) were incorrect.

We would like to apologize and express our deepest regret for the inconvenience caused by this unintentional error. Elexicon Energy strives at all times to comply with all legal and regulatory obligations, and we treat our compliance obligations very seriously. Customers affected will be notified directly by Elexicon Energy.

### **Change to Elexicon Energy's Disconnection Practice**

Former Veridian Connections' practice was to deliver disconnection notices by hand. The new process sees notices delivered by regular mail and includes a standard of three (3) business days for mail delivery.

To discuss your account, please contact our Customer Experience team at 905-420-8440, toll free at 1-888-420-0070 or by email at [customercare@elexiconenergy.com](mailto:customercare@elexiconenergy.com). Our business hours are Monday to Friday, between 8:30 a.m. and 4:30 p.m. (excluding holidays).