

## **We're Ready: Elexicon Energy Begins Phased Return to the Workplace to Continue Providing Essential Services**

Along with many essential and non-essential organizations reopening across Ontario, Elexicon Energy has launched a phased approach to returning to the workplace. You will begin to notice our team members return to worksites and our offices.

As we deliver safe and reliable power, the health and safety of our employees and community remain our top priority. We continue to follow the province's guidelines and have implemented new safety measures, enhanced policies, procedures and orientation for our employees.

We remind you to maintain physical distancing when you see our team members working by staying back 6 feet or 2 metres. Together, we can stop the spread of COVID-19!

### **Connections-related activities resume**

Effective immediately, Elexicon Energy will accept and complete requests for the following connections-related activities:

- Net meter changes
- Suite meter changes
- Customer requested tree trimming
- Substation or primary service isolations
- Disconnect/reconnects for customer maintenance work. This includes, but not limited to:
  - Moving a meter outside
  - Adding a meter (i.e. basement apartment)
  - Customer isolation only upgrades
  - Panel changes

### **Time-of-use pricing remains in effect**

The Ontario government has extended the suspension of time-of-use (TOU) pricing and introduced a fixed electricity price, known as the [COVID-19 Recovery Rate](#). A fixed price of 12.8 cents per kWh will be automatically applied to all TOU customers 24 hours a day, seven days a week. The fixed price will be in place from June 1 to October 31, 2020.

If you are concerned about paying your bill, are experiencing hardship or have been impacted by the COVID-19 pandemic, please call us to discuss extended bill payment options and financial assistance programs.



## **Managing Your Elexicon Energy Account**

Elexicon Energy is committed to providing customers with a variety of billing and payment options, from pre-authorized payment plans to internet banking and eBill. Go to [elexiconenergy.com](http://elexiconenergy.com) to choose the method that is most convenient for you.

## **Reminders**

- All electricity disconnections have been suspended until further notice.
- All Elexicon Energy offices remain closed to the public until further notice.

## **Contact Us**

Customer Care: 905-420-8440 or 1-888-420-0070

General Business Enquiries: 905-427-9870 or 1-888-445-2881

Email: [customercare@elexiconenergy.com](mailto:customercare@elexiconenergy.com)

## **Outage News and Information**

Visit: [elexiconenergy.com](http://elexiconenergy.com)

Follow us on Twitter: [@ElexiconEnergy](https://twitter.com/ElexiconEnergy)

Call: 1-844-278-1432 (Outages in Whitby) or 1-866-579-6819 (All Other Service Areas)