

A photograph of two utility workers in orange safety gear. The worker in the foreground is smiling and wearing an orange hard hat with a "PUMP" sticker and safety glasses. The worker in the background is also wearing an orange hard hat and safety glasses. They are both wearing orange high-visibility jackets. The background shows a clear blue sky and some greenery.

Town of Essex Council Presentation

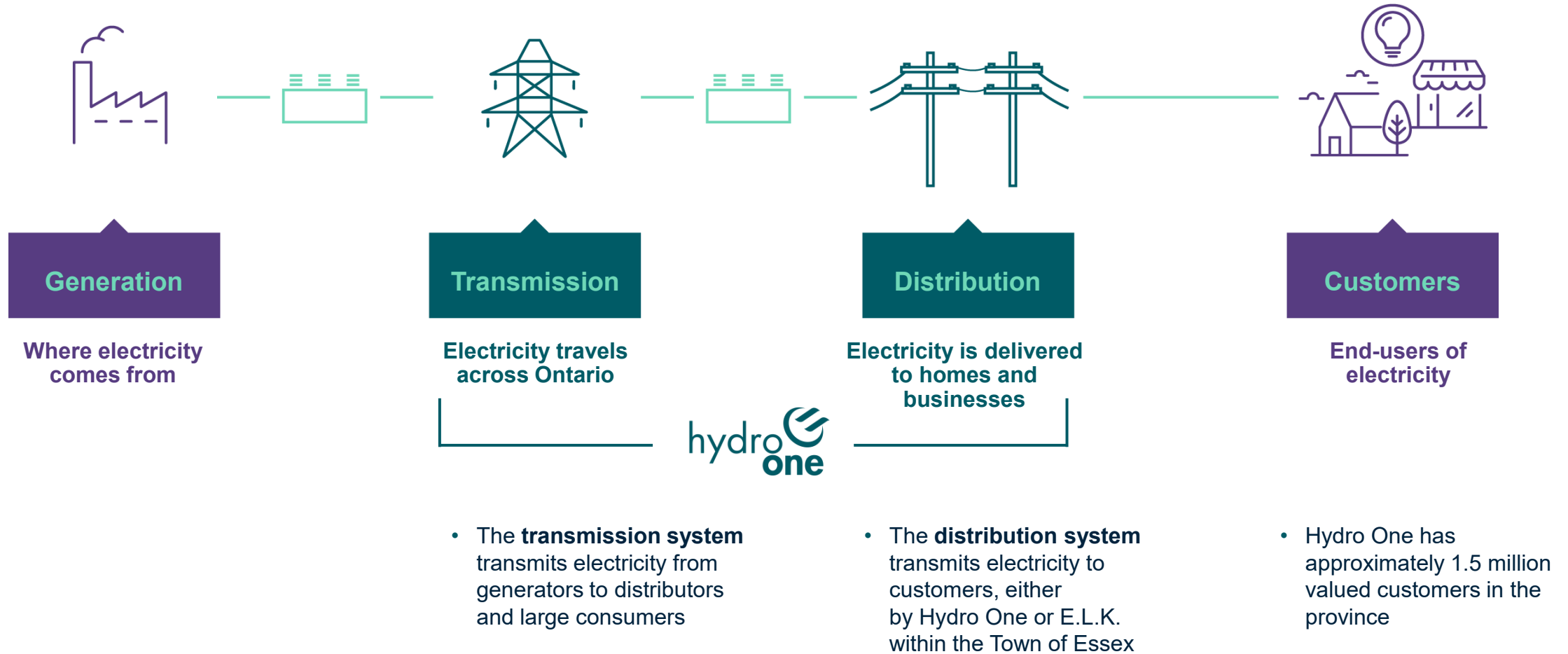
July 20, 2026

Agenda

- Who we are
- Hydro One in the Town of Essex
- Investing in your community
- Community partnership
- Customer care



Who we are



Hydro One in the Town of Essex

- The Town of Essex is served by both Hydro One and E.L.K. Energy, and is home to our regional operations centre, supporting customers and communities across the region.
- Hydro One supplies the town through:



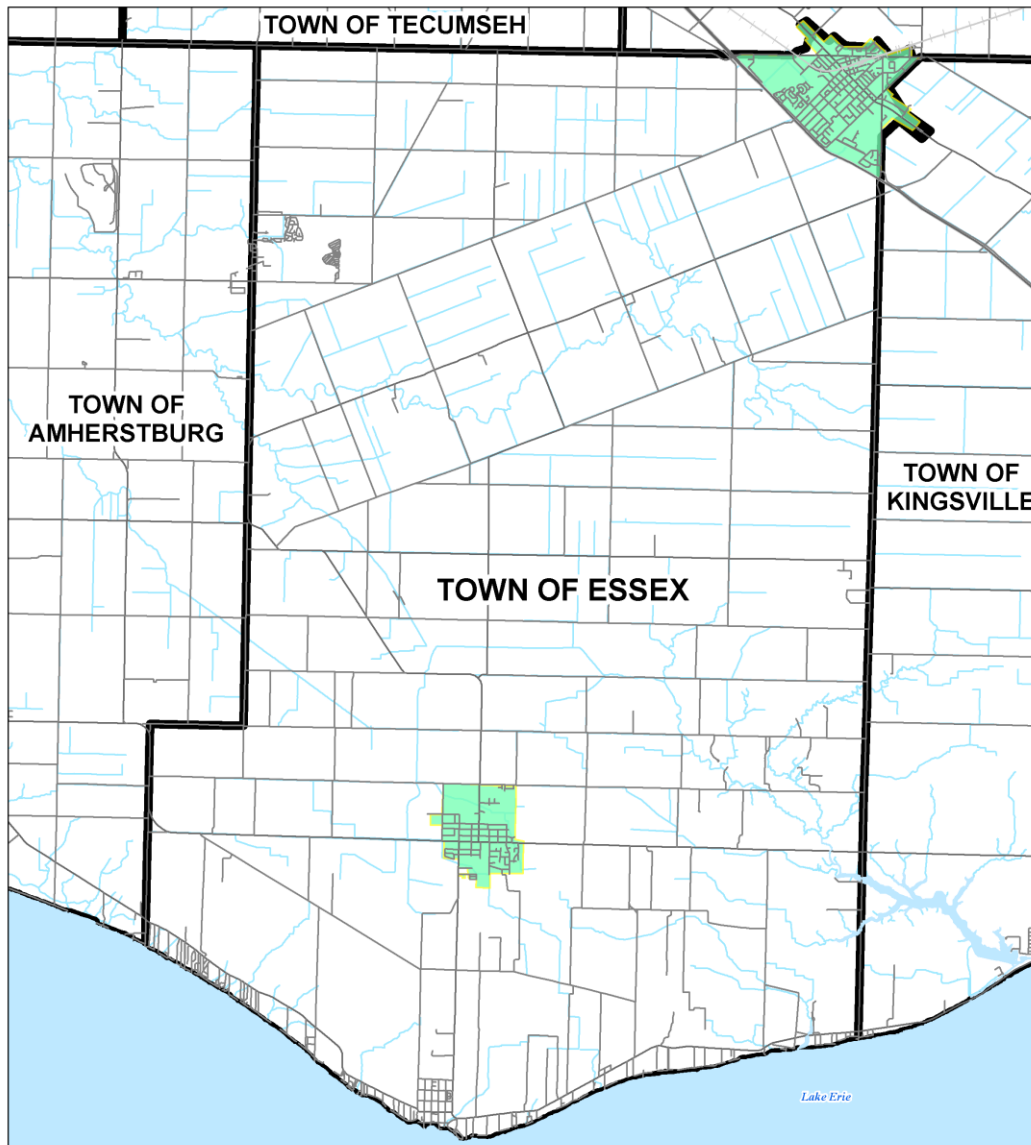
3 transmission stations



4 distribution stations



12 distribution power lines



E.L.K. Energy Inc. Service Area

Municipal/Town Boundary

1:100,000 0 1 2 km



Investing in your community

We have taken action to ensure that we continue to deliver safe and reliable power, including:

- **Inspecting** local electricity infrastructure to find and fix problems early
- **Replacing** poles and installing new equipment
- **Completing vegetation management** around power lines to reduce outage risk caused by tree contact
- **Started planning** for the new Energize Essex County Project, which will increase electricity supply within the region



Community partnership



- We partner with Ontario municipalities and organizations to support local priorities, advance electrification and fund initiatives to build safer, more resilient communities, together.
- In 2025, the Town of Essex was a recipient of Hydro One's Energizing Life Community Fund to enhance community safety and improve firefighter effectiveness.

Customer care

Whether residents have questions about their account or bill, are looking to request a service, report an outage, or get advice on energy savings, **our customer care team is here to help.**

We're here to support your needs and keep you connected.



Call customer service

[1.888.664.9376](tel:1.888.664.9376)



Report an outage online

[Report now](#)



Chat live with us

[Chat now](#)

**Monday to Friday: 7:30am – 8:00pm*
P.O Box 5700, Markham, ON L3R 1C8

Thank you

For any questions, contact our team at:



Community.Relations@
HydroOne.com



1-877-345-6799

