

*Whereas the Town of Kingsville residents and businesses pay E.L.K. for electricity and are not receiving good value and service for payment.*

*And whereas. E.L.K. is a monopoly and customers have no ability to buy electricity elsewhere.*

*And whereas E.L.K. has frequent disruptions and outages that results in:*

- 1) Economic hardship and losses to local businesses;*
- 2) Personal hardship as homes and family lives are disrupted;*
- 3) Loss and damage to electronic equipment; and*
- 4) Stress and concern arising from uncertainty as to when the service can be relied upon.*

*And whereas we have experienced poor customer service with complaints and concerns unanswered and a seemingly uncaring and unresponsive ELK executive leadership, ELK Board of Directors, and Town of Essex which is the owner of ELK. We do not understand why the ELK executive leadership, ELK Board of Directors, and Town of Essex are unresponsive to customer concerns which have been raised by many individuals and business leaders.*

*And whereas the Town of Kingsville, along with its residents and local businesses, have been asking E.L.K. for responses to these concerns but has received no satisfactory reply, including such concerns as not being responsible to residents who have trees abutting E.L.K. hydro wires causing a safety concern.*

*And whereas developers in the Town of Kingsville have difficulty in getting subdivisions and buildings connected to the E.L.K. power supply and further have felt that their questioning about unreasonable delays have resulted in being “blacklisted” and facing reprisals from E.L.K. staff who seem to operate with impunity.*

*And whereas the Corporation off the Town of Kingsville has asked for a road use agreement (or similar agreement) which E.L.K. has ignored or refused to sign, contrary to industry standards, and which has resulted in hardship to the Town and risk of injury to residents as work has been undertaken by E.L.K. on Town property without regard to public safety, public notice and cooperation with the Town.*

*And whereas the Town of Essex must be accountable for E.L.K. and cannot simply take dividends without any expectation of delivering reliable service, good customer service and reasonably requiring E.L.K. to operate safely and cooperatively with the Town government within which it operates.*

*Therefore be it resolved that:*

- 1. The Town of Kingsville asks the Town of Essex to require the E.L.K. executive leadership and E.L.K. Board of Directors to embark on a comprehensive review of supply of electricity, why its supply is unreliable, why E.L.K. is unresponsive to customer complaints and concerns and why E.L.K. won't work with the Town of Kingsville on a road use agreement. The Town of Essex can do this through a unanimous shareholders declaration or similar resolution.*
- 2. Failing satisfactory resolution from the Town of Essex and E.L.K. in regard to the items above within four months, that Administration bring a report to Council on options available to the Town to hold E.L.K. accountable including (but not limited to) a complaint or application to the Ontario Energy Board.*