



September 13, 2024

Delivered by Email

Mayor Dennis Rogers
CAO John Norton
Town of Kingsville
2021 Division Road North
Kingsville, ON N9Y 2Y9

Dear Mayor Rogers & CAO Norton:

Re: E.L.K. Energy Inc. ("E.L.K.") Update

At the July 10 Board meeting the Board thought it would be good to provide you and the rest of council an update on the investments that E.L.K. has been making to improve the customer experience and provide an improved service.

In 2023 the E.L.K. Board acknowledged that they required assistance in delivering the best service possible to all customers of E.L.K. which includes the Kingsville customers. The Board identified that they needed additional resources and support and had contracted with Entegrus to manage the operations under a Management Services Agreement (MSA). E.L.K. has been improving the communication to the Kingsville council and the customers by attending a Council meeting and holding a Town Hall meeting in the community.

Some of the investments that have been made that are benefiting all E.L.K. customers are;

- Hired two additional line staff – able to complete more maintenance and capital programs
- Hired a locator – line staff previously performed this work. Relieving the lines staff of this work allows them more time to complete maintenance and capital programs. This also improves the time to complete locates which allows for construction of new homes and business to be more efficient and keeps the community safer.
- Hired three additional customer service staff – able to respond to customers' requests much quicker
- Added additional phones lines – able to answer more calls at a time reducing the possibility of lines being busy
- Member of regional emergency response team – working with other utilities to respond quicker to significant outages
- Increased social media presence – Increased the social media tools and usage to better inform customers on service disruption and restoration times
- Prepared and approved a smart grid / system modernization plan – the plan outlines investments over the next few years to invest in new technology to improve the reliability of the distribution system



There have been and are going to be significant investments in 2023 and 2024 that were in the Kingsville service territory;

- Tree trimming – 2023 the back lots and more difficult restoration areas had tree trimming completed. In 2024 the remaining Kingsville service area will have tree trimming completed
- Transformers – based upon the 2022 system inspection replaced a total of 12 transformers and pole transformers
- Pole replacement – replaced and refurbished 20 poles
- Replaced insulators in the more critical areas and poles. Full replacement expected to be completed in 2025
- Fault indicators have been installed in 2023 and 2024 with completion of the project in 2025

A significant project that E.L.K. and the MSA Team is working with Hydro One for a second feeder into the Kingsville service area. With an investment in a second feeder there would be the expectation that a further investment can be made to tie the two feeders together in Kingsville. This could allow for one of the feeders to provide the power to the whole town if the other feeder is unable to.

Tying two feeders together and carrying the total load is not an easy task. Significant studies from Hydro One are required since there is many Hydro One customer also being served by these feeders. E.L.K. has had meetings with Hydro One at the beginning of the year. We are currently waiting for information from Hydro One.

E.L.K. takes pride in providing a safe and reliable service to our customers. We know that there is room for improvement which is why there are many investments being made that have never been made in the past.

E.L.K. will continue to provide information to the Kingsville council on the investments being made and the progress on improving the service to our customers.

A handwritten signature in black ink that reads 'Sherry Bondy'.

Sherry Bondy
Chair of E.L.K. Energy

A handwritten signature in black ink that reads 'Jim Hogan'.

Jim Hogan
MSA Lead

cc: Deputy Mayor Kimberly DeYong