



February, 2024

Dear Valued Customer,

We are writing to notify you that we are adjusting our billing cycles to include two due dates.

Please be sure to note your due date on this bill as it might be slightly before or after your usual due date.

Going forward you will stay in this billing cycle and can expect dates similar to this one.

These changes were made to provide improved customer experience and ease to our customers. Thank you for your patience during this transition.

If you have any questions or concerns, please do not hesitate to contact our office at customer.service@elkenenergy.com or 519-776-5291/1-877-355-7798.

Sincerely,

Customer Service Representative