



E.L.K. ENERGY INC. COVID – 19
CUSTOMER NOTICE – March 18, 2020

E.L.K. Energy Inc. Extends Moratorium on Hydro Disconnection

As a result of recent conversations with the Ministry of Energy, Northern Development and Mines (ENDM), E.L.K. Energy Inc. is offering relief to electricity customers whose accounts are in arrears. E.L.K. is voluntarily extending the current mandated suspension of disconnection for residential services, which has been in place over the winter months, and has committed to a three month extension without disconnection, effective March 17, 2020.

This change is being made to assist those who may be isolated at home, or otherwise suffering financial challenges, due to the COVID-19 virus. Some of our most vulnerable customers will be forced to stay home or work from home. We want them to know that we care, and that we are here to work with them as they strive to protect their homes and families in this very difficult time.

We share your concerns and would like to underscore our commitment to the safety and well-being of our customers. Customer service representatives are available by phone (519-776-5291) during regular business hours, to answer any questions regarding services.

E.L.K. also maintains a number of online service options, which can be found online at www.elkenenergy.com.

We will continue to monitor COVID-19 and its effects on our customers and operations. The safety and well-being of our community is always our main concern.

We appreciate your assistance and cooperation as we work through the disruption of this serious health situation.