



E.L.K. Energy Inc. "E.L.K." is undertaking Customer Satisfaction and First Contact Resolution surveys starting Thursday, January 25th. **Oraclepoll Research** is carrying out this telephone survey on behalf of E.L.K.

Participating in this survey will help us determine the current level of customer satisfaction with our Customer Service Department and Operations Department. We want your feedback as we strive to serve our customers efficiently with great customer experience.

Results from this survey will be included in the E.L.K. Scorecard that is filed with the Ontario Energy Board, which will be released in September of this year and will be available on our company website.

Oraclepoll Research will be conducting the survey on behalf of E.L.K. and calling from 705-674-9591 or 1-800-494-4199.

Should any questions arise, contact E.L.K. Customer service at 519-776-5291 between 9a.m. and 4p.m., or via email at [customer.service@elkenenergy.com](mailto:customer.service@elkenenergy.com).

- For more information on **E.L.K.'s Scorecard** visit: <https://www.elkenenergy.com/about-us/regulatory-documents>
- For more information on **Electricity Distributor Scorecards**, visit the Ontario Energy Board at: <https://www.oeb.ca/ontarios-energy-sector/performance-assessment/electricity-utility-scorecards>