

Frequently Asked Questions (FAQs)

Sale of E.L.K. Energy Inc. Shares to ENWIN

Why did the Town of Essex decide to sell its shares of E.L.K. Energy Inc.?

The Town of Essex undertook a comprehensive review of its investment in E.L.K. Energy Inc. and decided to sell the shares to ENWIN. to strengthen the current E.L.K. service areas energy infrastructure and service levels. This sale will improve service reliability, address aging infrastructure, and bring advanced technology to ensure safe, sustainable, and affordable energy for the community now and in the future.

How does this sale benefit the Town of Essex and its residents?

This transaction helps the Town of Essex achieve its Strategic Priorities by strengthening its energy infrastructure and exploring alternative revenue sources. The sale supports the long-term goal of maintaining affordable property taxes for residents while ensuring reliable and modern energy services.

What will happen to my energy service after the sale?

Residents and businesses will continue to receive energy bills under the E.L.K. Energy Inc. brand during the transition period which could be 8-12 months. There will be no immediate changes to your service or billing structure. E.L.K. energy Inc. will work to improve energy services by upgrading infrastructure and implementing new technologies with guidance from ENWIN. until the sale process is complete.

Will my electricity rates increase as a result of this sale?

The Town of Essex and ENWIN have committed to a stabilized rate strategy for customers in the upcoming years. Any rate adjustments will follow all Ontario Energy Board guidelines.

Will the staffing or office locations for E.L.K. Energy Inc. change?

At this time, there will be no changes to E.L.K. Energy Inc.'s staffing or office locations. Operations will continue as usual, and the transition to ENWIN. will not disrupt day-to-day activities.

How will this transaction affect my property taxes?

This transaction will not lead to an increase in property taxes for residents of the Town of Essex. It supports the Town's efforts to maintain affordable property taxes while also exploring alternative revenue sources for the future.

What improvements can I expect in my energy service from ENWIN?

ENWIN plans to bring advanced technology and innovative solutions to improve energy services in the region. This includes upgrading E.L.K. Energy Inc.'s infrastructure, addressing aging systems, and improving service reliability to prevent power disruptions. In addition, customers can expect an enhanced customer service experience with 24/7 local contact centre support.

Will I still be able to contact E.L.K. Energy Inc. for service-related issues?

Yes, customers will still be able to contact E.L.K. Energy Inc. for service-related issues in during the transition period (next 8-12 months). The customer service experience will remain the same while the transition to ENWIN. is underway.

How will I be kept informed about changes during the transition?

The Town of Essex is committed to keeping residents within the service area informed throughout the transition. Updates will be provided as progress continues to ensure transparency and clarity for all affected individuals.

What was the cost of this sale?

The financial details of this transaction remain confidential as part of the agreement between the parties. The Town of Essex and ENWIN are committed to transparency and will share any relevant information in line with legal and regulatory requirements.

For additional information or questions regarding the sale and how it might affect you, please contact hydro@essex.ca.