



**E.L.K. ENERGY INC.  
BOARD MEETING SUMMARY  
Thursday October 17, 2024  
4:00pm - 5:30pm**

**E.L.K. ENERGY INC MEMBERS:**

Sherry Bondy (Chair), Rob Shepley (Vice Chair), Kim Deyong, John Kerr, Jeff Scott, Doug Sweet, Kate Giurissevich, Joe Malandrucolo

**MANAGEMENT INCLUDING MSA LEADERS:**

Jim Hogan, Rachel Janzen, Farooq Hyder, Kayla Lucier, Chris Cowell, Dave Ferguson, Margaret Rodd, Chris Towne, Colin Hicks

**AGENDA**

<b>Item</b>		<b>Summary</b>
	a) CEO-24-25 November Board Meeting Date	The Board approved the next E.L.K. Board meeting date of November 27, 2024.
	b) OM-24-18 Outside Operations Report	<p>The Board was provided with an update on the Outside Operations.</p> <p>Since January 2024, E.L.K. has received 1573 locate requests and completed 94.3% of the locate requests within 5 business days.</p> <p>All poles noted for replacement in the 2023 Pole Inspection Program have been replaced.</p> <p>A total of 54 poles were restored in Kingsville, Cottam, Essex and Harrow, as part of the Pole Restoration Program.</p> <p>E.L.K has replaced 4 out of 8 transformers, as part of the Transformer Replacement Program. Two transformers will be replaced as part of the 2025 Live Front Transformer Replacement Program.</p> <p>Planned outages will occur on Kelly St., Essex for live front transformer replacements. Approximately 12 customers impacted and will be notified via phone calls and social media, each time a transfer is being replaced.</p>

Item	Summary
	<p>All insulators in Belle River have now been converted to polymer. Additionally, some of the critical insulators in Kingsville have also been replaced to polymer.</p> <p>2024 system inspections for Belle River and Comber are currently underway and will be completed by the end of October. The results of the inspections will be used to determine the capital program in 2025.</p> <p>E.L.K. will be completing vegetation control in Kingsville and Cottom starting the first week of November.</p>
c) FRA-24-30 Inside Operations Report	<p>The Board was provided with an update on the Inside Operations.</p> <p>E.L.K. is now performing approximately 90% of the billing function in-house. Customer Service continues hands on learning in preparation of the billing being brought back fully in-house.</p> <p>Supervisor, Customer Service and Business attended Harris User Conference. Training sessions included Customer Experience, improving workplace efficiency and upcoming changes in the industry.</p> <p>E.L.K. met all mandatory Cyber Security compliance and privacy measures by October 1, 2024, as required by the Ontario Energy Board deadline.</p>
d) FRA-24-31 Receivables Aging	<p>The Board was provided with the updated Receivables Aging report for September. With the improved collections procedures, E.L.K. continues to see significant improvements in their receivables aging.</p> <p>Ontario Energy Board disconnection moratorium begins November 15, 2024 for residential customers until April 30, 2025.</p>
e) FRA-24-32 Financial Statements	<p>The Q3 Financial Statements were provided to the Board for review.</p>