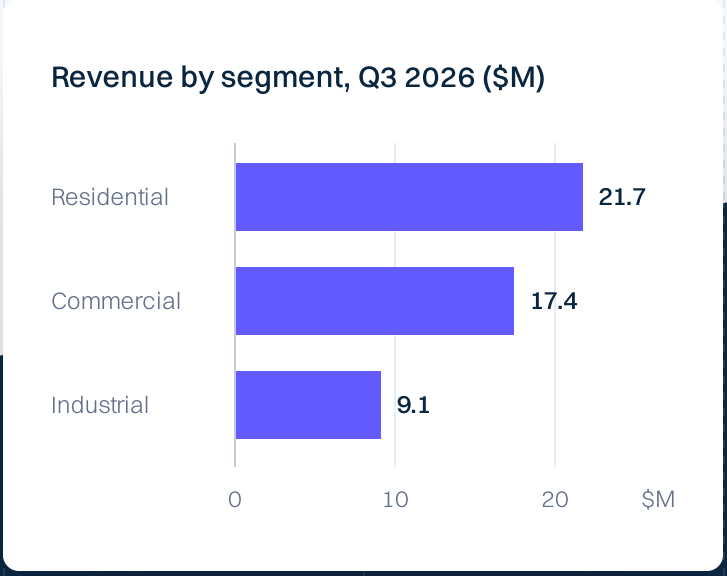
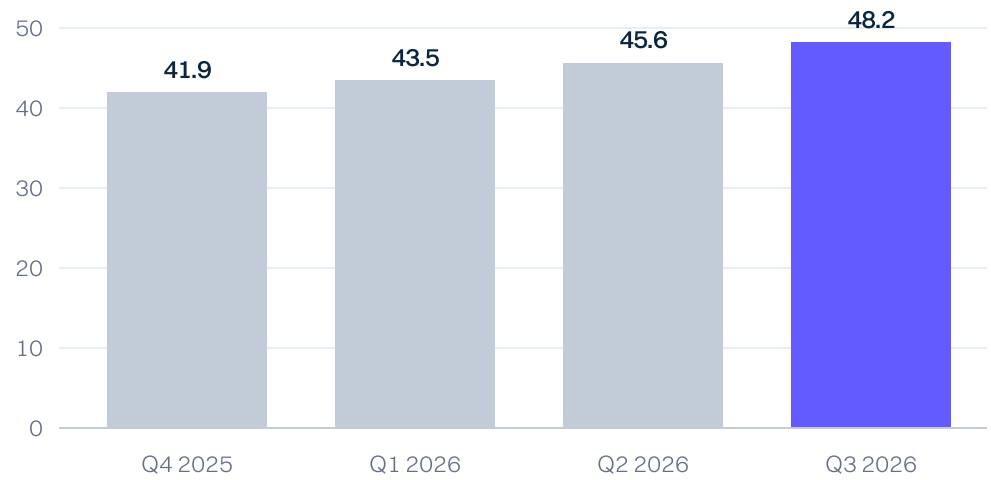
Quarterly Review, Q3 2026

Revenue grew 18% on last year while operating costs fell for the third quarter running.



Key numbers, Q3 2026 vs Q3 2025

Revenue	Operating margin	Active customers	Customer churn
$48.2M	21.4%	12,840	1.9% per month
Q3 2025: $40.8M	Q3 2025: 16.9%	Q3 2025: 10,310	Q3 2025: 2.6%
+18%		+25%	



What went well

The commercial segment signed 214 new accounts, mostly from the Ontario rebate programme. Field service visits fell 11% after the new remote diagnostics rolled out in July.

What needs attention

Industrial revenue was flat for the second quarter. Two of the five largest industrial contracts renew in Q1 2027 and both customers have asked for new pricing.

Recommendations

1. Approve a dedicated industrial account team of three before the Q1 renewals.
2. Extend remote diagnostics to commercial sites in Q4.
3. Hold the residential price increase until churn is below 1.5%.