



Hydro One Customer Service

March 2016





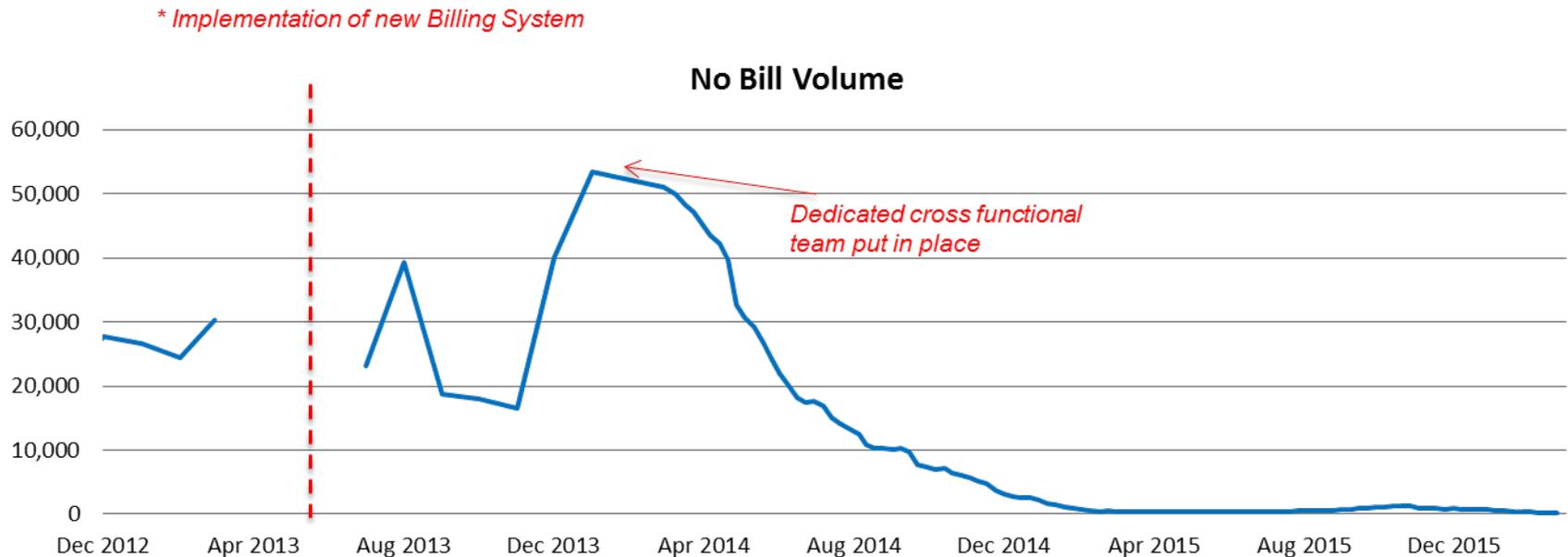
How are we doing?

- ▶ We're issuing accurate bills, on time.
- ▶ We've improved our communications network to reduce estimated bills.
- ▶ We've improved the service at our call centre through additional training and call monitoring.
- ▶ 80% of calls to our call centre are answered in less than 20 seconds.
- ▶ We've created customer friendly policies and empowered our call centre agents to take better care of our customers.
- ▶ Our customers have noticed the difference – Customer Satisfaction Survey results in January were 90%.



Challenges from the Past

- ▶ When Hydro One implemented a new billing system in 2013, we encountered a number of technical and Customer Service challenges
- ▶ The issues are behind us and Hydro One is delivering the best billing performance in the company's history





Leading the way

- ▶ We're delivering value to our customers through services such as:
 - **Outage App:** Free download for any mobile device. Allows customers to view power outages and the estimated restoration time.
 - **Outage Alerts:** Customers can sign up for text or email notification of an outage near their property.
 - **Internal Ombudsman:** Fiona Crean will facilitate the resolution of otherwise unresolved customer complaints.
 - **Electricity Discovery Centre:** Hydro One's educational event trailer hosts interactive exhibits designed to engage and educate visitors of all ages about energy in Ontario, our company, energy saving programs, grid modernization and electrical safety.



Our Customer Commitments

- ▶ We are committed to continually improving the quality of every customer interaction.
- ▶ We asked our customers, our employees, and a panel of customer service experts for their advice on what customers value most, and from that we've developed our Customer Commitments.
- ▶ **Hydro One's Customer Commitments:**
 1. We will provide a bill you can trust and understand
 2. We will provide you with a reliable supply of electricity
 3. We will make it easy to do business with us
 4. We will courteously and promptly work to resolve any issues
 5. We will help you manage your electricity use



Our Service Guarantees

- ▶ We've recently introduced Service Guarantees, a first of its kind for any electric utility in Ontario.
- ▶ Now if we fail to meet any one of these Guarantees, we will credit the customer's account \$50.
- ▶ **Hydro One Service Guarantees:**
 1. If we miss an appointment with you
 2. If we don't connect your new service within 5 business days of all connection requirements being met
 3. If we don't return your phone call within 1 business day



The Future of our Customer Service

- ▶ Based on customer feedback, Hydro One will be launching several new initiatives which offer customers more choice, convenience, and self-service options. This includes:
 - ebilling through Hydro One's My Account self-service website
 - new billing alerts to help customers understand how much energy they are using and when
 - redesigning Hydro One's bill to make it easier to understand

WE ARE LISTENING

THANK YOU FOR YOUR TIME