



# CUSTOMER SERVICE

**Imran Merali**

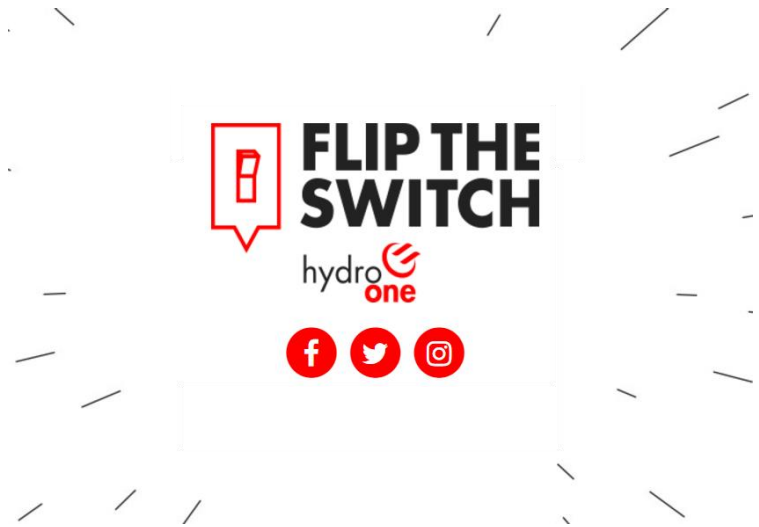
Director Customer Program Delivery

Métis Engagement Session

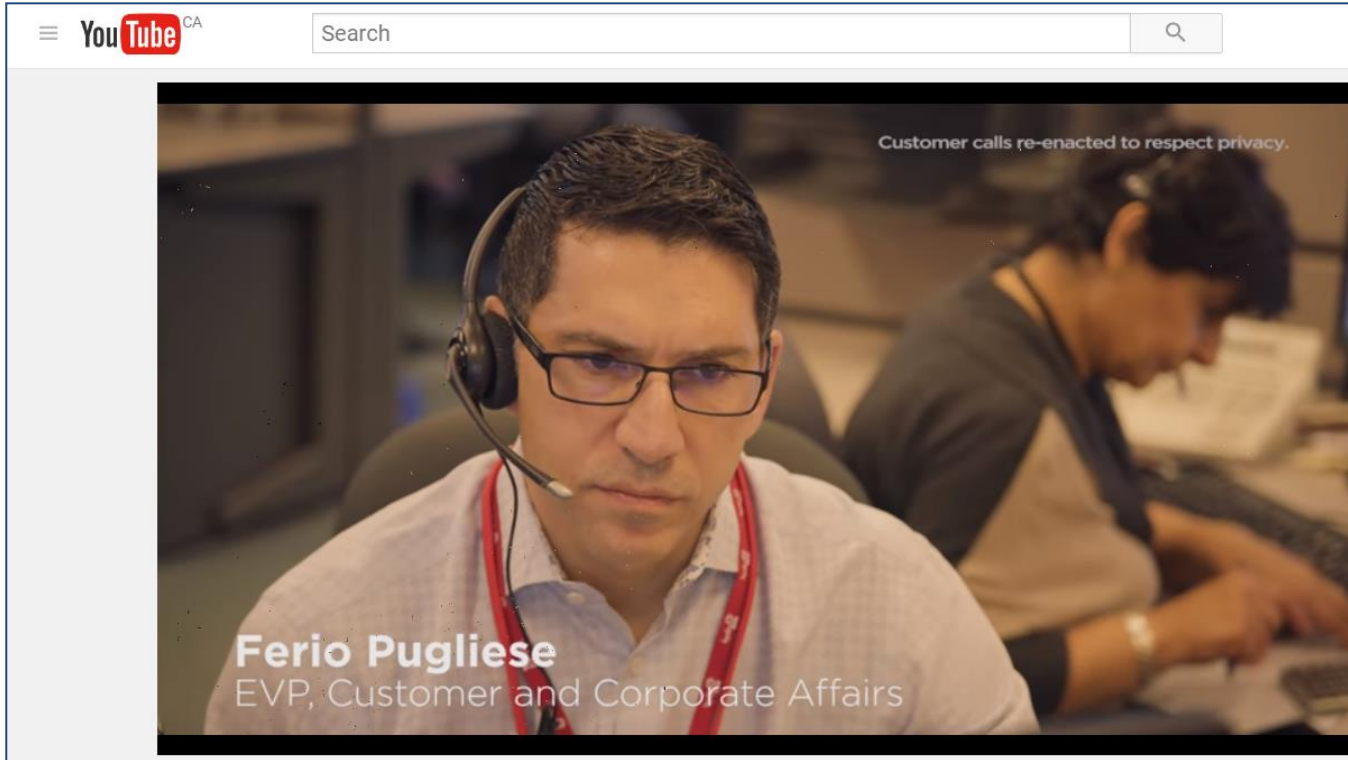
May 13, 2017

# Flip the Switch

- **Flip the Switch** is our new commitment to customers to better listen and respond to their questions and concerns.



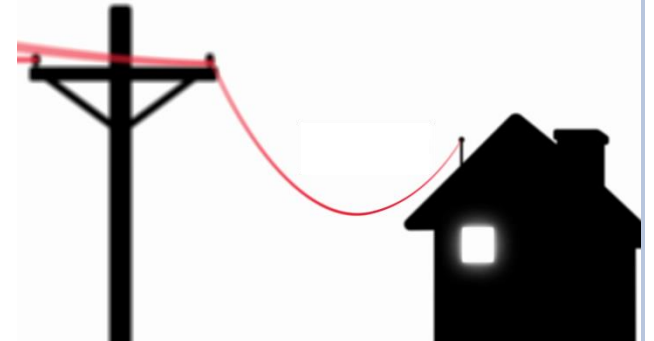
# Flip the Switch Video



<http://fliptheswitch.hydroone.com/hydrooneday>

# Customer Service Vision

- We are easy to do business with
- We are there when customers need us
- We are always connected

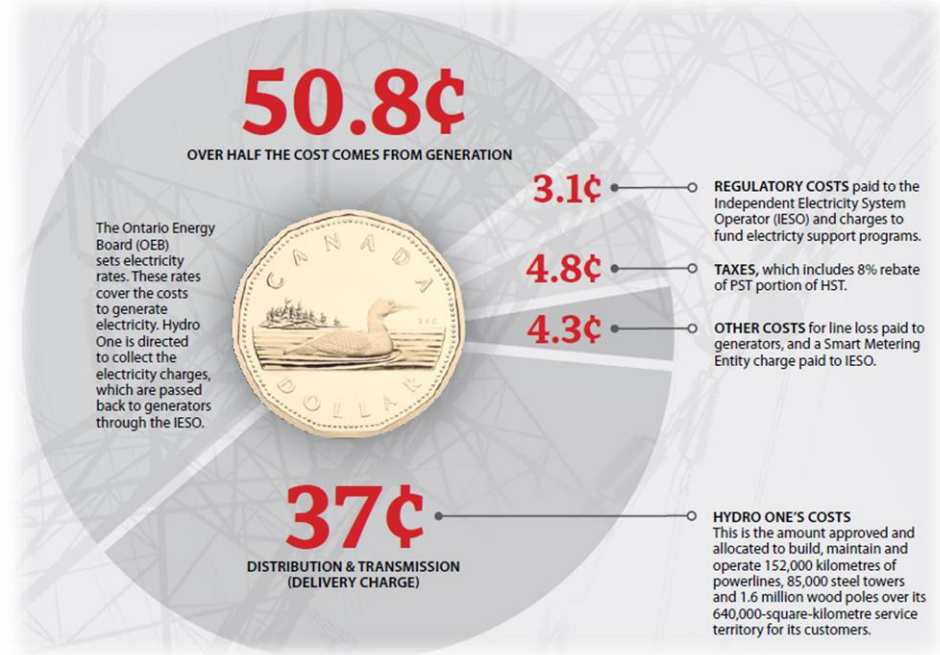


# We Are Easy To Do Business With

Education

Advocacy

Responsiveness



# Fair Hydro Plan



- On March 2, the government announced changes that will provide significant electricity bill relief. As a result, Hydro One customers will start to see lower monthly bills as early as this summer. We advocated for these changes because we heard your concerns. That's the new Hydro One.
- The Province has introduced plans to bring relief and fairness to electricity bills by:
  - Reducing the Global Adjustment charge
  - Lowering the Delivery charge for residential customers with a low or medium density service type
  - Eliminating the Delivery charge for customers living on a reserve
  - Introducing an Affordability Fund to help those customers in need
  - Enhancing the Ontario Electricity Support Program

# Fair Hydro Plan CON'T

- Customers will start to feel the relief as early as this summer.
- The average Hydro One customer will start to see their monthly bills drop by an average of 33 per cent.



Average Residential Medium Density (1,000 kWh per month)

	2017 Charges		
	Charges before Fair Hydro Plan	New charges with Fair Hydro Plan	Savings
Electricity	\$111.39	\$80.54	\$30.85
Delivery	\$78.59	\$57.47	\$21.12
Regulatory Charges	\$7.57	\$4.55	\$3.02
Taxes	\$25.68	\$7.13	\$18.55

Total Monthly Savings

**\$73.54 (33%)**



Average Residential Low Density with electric heat (2,400 kWh per month)

	2017 Charges		
	Charges before Fair Hydro Plan	New charges with Fair Hydro Plan	Savings
Electricity	\$267.34	\$193.30	\$74.04
Delivery	\$167.92	\$88.56	\$79.36
Regulatory Charges	\$18.28	\$10.86	\$7.42
Taxes	\$58.96	\$14.64	\$44.32

Total Monthly Savings

**\$205.14 (40%)**

# Customer Relief Program

- Effective April 25th, Hydro One is providing additional relief to assist customers that accumulated significant balances on their accounts over the winter .
- These measures aim to help customers better manage their electricity usage to get back on track and avoid future disruption to their electricity service.
- The policy changes include:
  - Eliminating Residential Security Deposits
  - Reducing Deposit Requirements for Businesses
  - New Customer Relief Measures
  - Additional Low Income Funding
  - Extending our Winter Moratorium until June 1, 2017



# Customer Commitments

- Hydro One also introduced Service Guarantees, a first of its kind for any electric utility in Ontario.
- These provide tangible evidence that we stand behind the service we provide our customers.

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**If We Miss Our Appointment With You, We Will Credit Your Account \$75**



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**If We Don't Connect Your New Service Within 5 Business Days of All Connection Requirements Being Met, We Will Credit Your Account \$75.**



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**If We Don't Return Your Phone Call Within 1 Business Day, We Will Credit Your Account \$75**





# We Are Always Connected

eBill Notifications &  
High Usage Alerts

New Website

Redesigned Bill

