



Horizon Utilities' City of Hamilton Service Offering Highlights

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Customer Service Excellence Highlights

- A new Service Agreement was signed to continue the provision of billing and related customer services
 - The new contract comes into effect January 2015 and expires December 2019
- Implementation and billing of the new City of Hamilton water and wastewater rate structure which provides a fixed charge in addition consumption blocks and new bill design (January 2014)
- Implementation of Sewer Discharge Permit billing (October 2014)

Customer Service Excellence Highlights

- Focus remains on reducing account estimation
- Horizon Utilities' website has a section dedicated to water/wastewater services and customer education
- Transactional "First Call Resolution" Survey reveals 89% of customer queries are resolved with a single call to the Call Centre
- Customer communication provides positive customer relations as evidenced by 87% customer satisfaction rating

Expanding Customer Service in 2014

Increased Customer Accessibility

- Increasing accessibility for customers at peak times of the day, month, and year through enhanced agent scheduling
- Customers now have access to a Call Centre agent 8:30 a.m. to 6:30 p.m., Monday to Friday. Expanded hours of service pilot commenced in October.