



Horizon Utilities' City of Hamilton Service Activity Report

Eileen Campbell, Vice President Customer Services
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Customer Service - Continuous Improvement

- Horizon Utilities scored a 92% rating in our Customer Satisfaction Survey, 6% higher than Ontario benchmark
- Completion of the Billing Process Audit confirmed alignment to City policies and processes
- Emphasis on customer education and issue resolution while serving customers

Customer Service - Continuous Improvement

- Focus remains on reducing account estimation
- New reporting identifies compound water meters with zero usage as another means for checking for stopped meters
- 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 - same percentage as 2014

Customer Service – Continuous Improvement

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 full service Customer Service Representative from 8:30 a.m. to 6:30 p.m., Monday to Friday.

Looking ahead – What is coming

- Optimizing service order automation between Hamilton Water and Horizon Utilities
Electronic process implemented in Q4 2015
- Focus on self serve options for customers
- Monthly Billing Regulation January 1, 2017.