

Horizon Utilities' City of Hamilton Service Activity Report

Eileen Campbell, Vice President Customer Services
November, 2016

Continuous Improvement Highlights

To enhance internal processes, Horizon Utilities assisted the City with the following activities:

- Horizon Utilities worked with the City to develop an Extraordinary Circumstance Bill Adjustment Policy
- Horizon Utilities supplied incremental water billing data for 2014, 2015 and 2016 which was utilized to perform revenue validation
- Horizon Utilities worked with the City to create a new Meter Testing Request Form and enhanced / streamlined process for customers

Continuous Improvement Highlights

To enhance the customer experience, Horizon Utilities assisted the City with the following activities:

- 17% reduction in the number of estimated accounts due to efforts of Horizon Utilities and Hamilton Water
- Continued emphasis on customer education and holistic, proactive service while resolving customer concerns
- Horizon Utilities' continues to evolve its website with dedicated water/wastewater services section to best serve its online viewers

Customer Service and Accessibility

- Continued focus accessibility for customers at peak times of the day, month, and year through enhanced agent scheduling
- 82% service level achieved while answering 5% more calls from customer due to high consumption / bills from unusually hot summer
- 91% Call Quality Score

Looking ahead

- Potential optimization / automation of service orders between Hamilton Water and Horizon Utilities
investigation / work estimate is in progress
- Implementation of electric monthly billing
- Continued excellent customer care through transition to MergeCo