

Alectra Utilities' Water Service Activity Report

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Our Story

February 1

Horizon Utilities, Enersource and PowerStream merged to become Alectra Utilities

February 28

Alectra Utilities subsequently acquires Hydro One Brampton



Our Mission

To provide customers with smart and simple energy choices, while creating sustainable value for our shareholders, customers, communities and employees.



We're improving the customer experience



Continuous Improvement Highlights

- New Payment Arrangement Policy
 - allowing customers an opportunity to pay off past due balances while keeping their accounts in good standing
- May and June - Customers were moved from bimonthly to monthly billing schedule
- New processes for managing unresolved consecutively estimated accounts



Continuous Improvement Highlights

- Separate mailing sent to advise landlords of their financial responsibility for water and wastewater services
- Annual newsletter provided to residential customers with their fall bill



What's next?



Looking Ahead

- Continue to provide a high level of service to our customers through improved system changes
- Implement changes to 30 day/60 day tax transfer
- Comprehensive plan for continued proactive customer communications and outreach