

Discover the possibilities

Alectra Utilities' Water Service Activity Report

December 6, 2018

Eileen Campbell, Vice President Customer Service

Our story

More than a year ago, four like-minded utilities came together to champion positive change for our customers and the communities we serve.

As Alectra Utilities, we are focused on creating longterm value for customers by finding efficiencies, reducing costs, and providing superior, reliable service in meeting customer needs.



Our mission

Alectra Utilities' mission is to be an energy ally to our customers, delivering value in everything we do. In addition to providing safe and reliable electricity, we also strive to help our communities discover the possibilities that energy conservation and new technologies can have on enhancing the quality of life of the nearly one million customers in the communities we serve.





Our customer experience



Service activity highlights

	2018	2016
# of Invoices	1,800,000	964,000
Arrears Notices	58,000	40,000
# of Arrears Transfers	14,000	6,200
Transfer Dollars	\$2.8M	\$1.5M
High Water Notices	12,500	10,400
Leak Adjustments	\$40K	\$49.7K



Continuous improvement highlights

Residential Tenants Billing Change

Residential properties are now enrolled and billed in the name of the registered property owner

Energy & Water Reporting Benchmarking (EWRB)

Building owners of buildings greater than 250,000 square feet and larger are required to report electricity and water usage

Consecutive Estimated Accounts Policy

Amended Policy provides an option to disconnect water as a last resort to gain meter access to perform maintenance work



Continuous improvement highlights

Customer awareness for the Province's new Home Dialysis Utility Grant was posted on our website

5th Annual Hamilton Water Newsletter was provided as a bill insert to residential customers with their fall bills





What's next?



Looking ahead

Customer Information System Integration

- Leading CIS customer care system
- Alignment of services, one customer experience
- Customer impacts
 - New My Account portal
 - New account numbers
 - Fresh look to paper bills and ebills







Account Number

2860300000

Please reference this number when making a payment.

Bill # 286461812235

CENTRAL FAIRBANK LUMBER - HORIZON REGULAR WATER 1900 STEELES AVE W CONCORD ON L4K 1A1

Service Location: 1900 STEELES AVE WEST CONCORD ON L4K 1A1 Premise #: 2860300204

Statement Date	February 07, 2018
Amount Due	\$195.90
Due Date	February 26, 2018

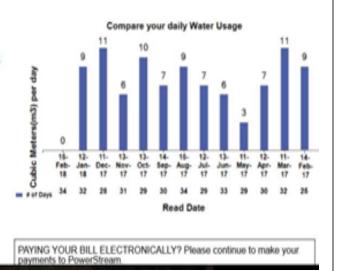
Eats 00 2018

A 1.5% monthly late payment interest charge will be applied if payment received after due date E&OE

Service	Meter	From	Te .	# Days	Previous Reading	Current Reading	Read Type	Multiplier	Usage	Adjustment Faster	Adjusted Usage	
Wator	0000004460	01/16/2018	02/15/2018	30	862.00	871.00	Actual	1.00	9 M3			

Your Previous Charges

Amount of Last Bill	\$1,134.66 \$1,134.66 CR \$0.00		
Payment Received January 30, 2018 - Thank you			
Balance Forward			
Your Water/WasteWater Charges: Commercial			
Water Meter Size- 100 mm			
Water Fixed Charge 30 Days @ \$2.72	\$81.60		
Water Usage Charge 9 m3 @ \$1.49	\$13.41		
Wastewater/Storm Fixed Charge			
30 Days @ \$2.88	\$86.40		
Sewer Usage Charge 9 m3 @ \$1.61	\$14.49		
Your Total Water and Wastewater Charges	\$195.90		





Questions?

