

# 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 long-term 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
<b># of Invoices</b>	1,800,000	964,000
<b>Arrears Notices</b>	58,000	40,000
<b># of Arrears Transfers</b>	14,000	6,200
<b>Transfer Dollars</b>	\$2.8M	\$1.5M
<b>High Water Notices</b>	12,500	10,400
<b>Leak Adjustments</b>	\$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

5<sup>th</sup> 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





Feb 09 2018

**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

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

Service	Meter	From	To	# Days	Previous Reading	Current Reading	Read Type	Multiplier	Usage	Adjustment Factor	Adjusted Usage
Water	0000004460	01/15/2018	02/15/2018	30	862.00	871.00	Actual	1.00	9 M3		

**Your Previous Charges**

Amount of Last Bill	\$1,134.66
Payment Received January 30, 2018 - Thank you	\$1,134.66 CR
<b>Balance Forward</b>	<b>\$0.00</b>

**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****Compare your daily Water Usage**

PAYING YOUR BILL ELECTRONICALLY? Please continue to make your  
payments to PowerStream



# Questions?