

Alectra Utilities' Water Service Activity Report

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Our story

Alectra Utilities now serves more than one million homes and businesses in the Great Golden Horseshoe Area.

We provide water billing services to the municipalities of Guelph, Hamilton, Markham and Vaughan; serving approximately 400,000 water customers.



Our Vision and Mission

We will be Canada's leading electricity distribution and integrated energy solutions provider, creating a future where pole, businesses, and communities will benefit from energy's full potential.

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



Our customer experience



Service activity highlights

	2019	2017
# of New Accounts Created	3,102	1,645
Arrears Notices	68,228	56,006
# of Arrears Transfer	23,680	11,681
Transfer Dollars	\$3,721,500	\$2,266,225
# of Touchpads Relocated	244	446
Leak Adjustments	53	90



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 100,000 square feet and larger are required to report electricity and water usage

Arrears Policy

An increase to the threshold from \$75 to \$100 for tax transfers will be implemented on January 1.



Continuous improvement highlights

- Water bill loan repayments re City's Lead Water Service Line Replacement Program
- 6th Annual Hamilton Water Newsletter was provided as a bill insert to residential customers with their fall bills
- Alectra will host its first Water Billing Services User Group meeting to provide opportunities to foster relationships, build best practices and learn from each other



What's next?



Looking ahead

Customer Experience (CX) Strategy

Alectra Utilities has identified customer experience, specifically; greater customer satisfaction and brand loyalty, as a key initiative in its transformation roadmap.

Why CX?

- An enhanced CX will help Alectra keep pace with customer **expectations**, drive customer **loyalty** and enhance the **brand** image.
- A strong CX will also provides a competitive advantage that translates to **growth**:
 - The **top line**: higher retention, growth, and new opportunities
 - The **bottom line**: lower cost to serve, greater efficiencies

Looking ahead

- Continued enhancements to our self-service portal based on our customers' feed back.
- A new IVR system to increase efficiencies and customer service, regardless of channel
- Quarterly newsletters for our customers
- Implementation of new Customer Service Rules in March 2020
- Guelph Hydro migrates to Alectra Utilities' CC&B platform





Questions?