

Alectra Utilities' Water Service Activity Report

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About Alectra

Map of Alectra's service territory



 Alectra service territory

- Canada's largest municipally-owned LDC delivering 22% of Ontario's electricity across 2,200 km² in the Greater Golden Horseshoe
- We provide water billing services to the municipalities of Guelph, Hamilton, Markham and Vaughan; serving approximately 410,000 water customers.
- In Hamilton, Alectra Utilities provides billing, payment and related customer services to 155,000 water/wastewater/storm customers.
- Approximately 32,100 customers receive a stand-alone water/wastewater/storm invoice.

COVID-19

- In March, Customer Service enacted its Business Continuity Plans, deploying teams to work from home on critical activities of billing, payments and customer support
- In May 2020, Council approved interest free loans to cover the cost of private lead service line replacements for low-income homeowners
- Alectra lifted its Emergency Operations status in June, with line and metering crews returning to field work utilizing new health and safety protocols while the majority of Alectra's office employees continued to work from home
- Alectra worked with city staff to waive Late Payment Charges for water, wastewater and stormwater customers from April 15, 2020 to August 30, 2020



Customer Experience

- Alectra's service contract provides for a number of services for the city. This includes:
 - Meter Reading
 - Billing, Bill Collection and A/R
 - Customer Service and Customer Call support
 - Online Service portal with access to account and consumption information
 - And many more



Service activity highlights (2020 forecasted/2019 actual)

	2020	2019
# of Accounts Created	1,600	2,941
Arrears Notices	52,600	54,415
# of Arrears Transferred	19,500	20,151
Arrears Value	\$3,830.000	\$4,230,069
% of customers on pre-authorized payment	32%	26%
Meter Read Success Rate	96%	95%
Leak Adjustments	55	53
High Water usage notifications	22,000	34,642

Tracking and Reporting

- A variety of statistical and summary reports are sent to the City each month to enable analysis and program oversight.
- Alectra provides both electric and water consumption information to our customers for them to comply with the mandatory Energy & Water Reporting and Benchmarking (EWRB) reporting for these large buildings.
 - In 2020, Alectra provided EWRB information to approximately 75 large customers and condominium corporations in Hamilton.



- Alectra signed a new 5-year agreement with the City through to December 2024.
- During renewal negotiations in December 2019, the City had raised a concern that Alectra had a privacy breach of customer information. In response to the concerns, Alectra completed an investigation which confirmed that a breach of customer data did not occur and provided a letter of explanation to customers with their bills.
- As a result, the Renewal Agreement not only includes minor changes to service provisions but enhanced language regarding confidentiality and privacy.



What's Next?

Looking ahead

- In partnership with the City, Alectra will develop Key Performance Indicators to establish incremental measurements and standards / targets
- Alectra is also developing automated “Smart Forms” with improved digital engagement platforms to enable increased opportunities for customers to self-serve and further digital relationships
- Continued promotion of e-billing as a convenient option
- Ongoing coordination with the provincial government and local communities to provide customers with support as part of our COVID-19 response



Looking Ahead

- Alectra continues to make investments in Hamilton (\$53M in 2020) to improve reliability and efficiency for residents throughout the city.
- A New Outage Management System (OMS), to be released in 2021, will share timely information regarding outages to stakeholders and customers
 - This is part of a significant investment across Alectra to improve the customer experience
- Amalgamating the City of Guelph's CIS platform to Alectra's platform



Questions?