

THANK YOU to our customers for a 91% satisfaction rating!

As part of Hydro One Brampton's on-going efforts to obtain a better understanding of what customers know, perceive and feel about the company and the electricity industry in general, an in-depth analysis of customer satisfaction levels was conducted early in 2011.

This qualitative research study was conducted by a third party research firm where customers participated in an "in-depth" customer satisfaction telephone survey.

The primary objective of the Electric Utility Customer Satisfaction Survey is to provide information that will support discussions about how Hydro One Brampton can improve on our customer care and better serve our customers at every level in our utility.

The research objectives of the study included Customer Care, Company Image and Management Operations.

In addition to the three research objectives above, awareness of smart metering, time-of-use billing and energy conservation were also captured and analysed.

The study found that there was a high level of satisfaction amongst our customers, showing that Hydro One Brampton is a respected company in the community, maintains high standards of business ethics and is a trusted and trustworthy company.

Recommendations from the study included a review of our web-site to ensure customers can easily attain information about energy efficiency, renewable energy, recycling (electrical products) and electrical safety. It also recommended exploring the option of providing electronic billing and make better use of newsletter bill inserts to draw attention to the company website.

A further recommendation included profiling on where our \$\$\$ investments are being made to continue delivering safe and reliable energy.

Hydro One Brampton is proud to serve our customers in Brampton and will continue to offer the high level of customer service that our customers have come to expect from us.

Hydro One Brampton Report Card			
CATEGORY		Hydro One Brampton	Ontario
1	Customer Care	B+	B
	Price and Value	C+	D+
	Customer Service	A	B+
2	Company Image	A	B+
	Company Leadership	A	B+
	Corporate Stewardship	A	B+
3	Management Operations	A	A
	Operational Effectiveness	A	A
	Power Quality and Reliability	A	A
OVERALL		A	B+