

FW: WorkItem 9563959 WOW Case Ref: SA6510474X

From: ferio.pugliese@hydroone.com
To: mayo.schmidt@hydroone.com, "Teliszewsky, Andrew (ENERGY)"
<andrew.teliszewsky@ontario.ca>
Date: Wed, 09 Aug 2017 14:48:26 -0400
Attachments: Power Of Fair Hydro Plan.pdf (7.87 MB)

Here is an actual testimonial from customer re FHP that we received. I thought worth sharing. One example of the impact affordability has on the lives we serve.

Ferio Pugliese
Executive Vice President Customer Care & Corporate Affairs
483 Bay St. 8th Floor
Toronto, ON. M5G 2P5

Phone 416 345 5254
Email ferio.pugliese@hydroone.com



www.hydroone.com

From: POOLE-MOFFATT Natalie
Sent: Tuesday, August 08, 2017 4:20 PM
To: LISTER Warren; BRHELLE Whitney; STEELE Cindy-Lynn; RELICH Danny; GILL Spencer; PUGLIESE Ferio
Cc: ARMITAGE Jay; LEVITAN Daniel; HUNT Kim
Subject: WorkItem 9563959 WOW Case Ref: SA6510474X

Ferio,

We will do a thank you note for the CCCA team as this was a win by everyone.

Cheers,
Natalie

From: LISTER Warren
Sent: Tuesday, August 08, 2017 4:03 PM
To: POOLE-MOFFATT Natalie; BRHELLE Whitney; STEELE Cindy-Lynn; RELICH Danny; GILL Spencer
Cc: ARMITAGE Jay; LEVITAN Daniel
Subject: RE: WorkItem 9563959 WOW Case Ref: SA6510474X

This an excellent postcard. I am so pleased our customers have noticed the relief.

Warren

From: POOLE-MOFFATT Natalie
Sent: Tuesday, August 08, 2017 2:26 PM
To: BRHELLE Whitney; STEELE Cindy-Lynn; LISTER Warren; RELICH Danny; GILL Spencer
Cc: ARMITAGE Jay; LEVITAN Daniel
Subject: RE: WorkItem 9563959 WOW Case Ref: SA6510474X

Well done team – we are already on the Postcard (going with the first one).

From: BRHELLE Whitney
Sent: Tuesday, August 08, 2017 2:21 PM
To: STEELE Cindy-Lynn; LISTER Warren; POOLE-MOFFATT Natalie; RELICH Danny; GILL Spencer
Subject: FW: WorkItem 9563959 WOW Case Ref: SA6510474X

Great customer feedback on their first bill since Fair Hydro Plan introduction...
Looking forward to seeing many more of these great notes rolling in!

Whitney Brhelle
Director, Market Solutions
P : 416 345 4206
C : 647 231 5291



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From: BACCEGA ROSA Tiziana
Sent: Tuesday, August 08, 2017 9:26 AM
To: HARRIS Ryan; ARMITAGE Jay; BRHELLE Whitney
Cc: REMTULLA Faruq; MERALI Imran
Subject: RE: WorkItem 9563959 WOW Case Ref: SA6510474X

Nice! I'll share it with the team and perhaps internal will do a story.

From: HARRIS Ryan
Sent: Tuesday, August 08, 2017 9:20 AM
To: ARMITAGE Jay; BRHELLE Whitney; BACCEGA ROSA Tiziana
Cc: REMTULLA Faruq; MERALI Imran
Subject: FW: WorkItem 9563959 WOW Case Ref: SA6510474X

Nice piece of feedback from a customer on their first FHP bill.

Ryan
Customer Care
Tel (int): 8.944.6268
Cell: 416.729.8864

-----Original Message-----

From: sjewell@annexweb.com
Received: 8/3/2017 4:18:42 PM
To: CustomerCommunications@hydroone.com
Subject: WOW

Hi there.. Well, I have to tell you I was really pleased by my Hydro bill this month...
for the FIRST TIME EVER!

It's what it should be almost... paying for the actual hydro used and you cut the delivery fee.. that's friggin amazing.. I hope it stays that way - you have no idea - I've been struggling for years to pay this bill every month as it's a car payment and sometimes almost a mortgage payment. And being a single mom of two and struggling all the time.. it's a huge relief.. and I do hope it stays this way..

Thank you,
Stephanie Jewell
1078 Old Victoria Road
Bracebridge, ON P1L 1X1

705-309-6266.

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