

Hydro One Customer Satisfaction

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Attachments: Hydro One Limited Annual Report 2017.pdf (3.84 MB)

Hi David,

In follow up to the request at policy tracking this morning, below are some key stats on customer satisfaction highlighted in Hydro One's 2017 annual report (attached).

- 90% customer satisfaction with contact centre agents; highest in the company's history
- Distribution Customer Satisfaction increased to 71 per cent in 2017, an increase of 5 per cent since 2016, largely due to strong operational performance in all functional areas, including billing, contact centre, collection and conservation.
- Transmission Customer Satisfaction increased to 88 per cent in 2017, an increase of 10 per cent since 2016, partially attributed to enhanced customer reporting and a renewed commitment to customer advocacy.

Let us know if you have any questions.

Thanks,
Martin

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