Hydro Ottawa
ONLINE CUSTOMER SERVICE PROGRAMS



A leading, trusted, integrated utility services company

Hydro Ottawa's customer service vision is to be recognized by its customers and the electrical industry at large as a leading utility provider in the area of customer service.

The company was recognized by its industry peers with the 2011 Customer Service Excellence award presented by Ontario's Electricity Distributors Association, for using technology to provide more self-serve options, improve efficiency and deliver the added value that improves customer satisfaction.

Hydro Ottawa was also recognized in 2012 with a Certificate of Excellence for its Customer Self-Serve Program, at the Customer Experience Conference in San Diego, California. The company was one of five finalists in the Customer Service category, with the other finalists being four large U.S. utilities.

Hydro Ottawa has a number of online customer offerings.

MYHYDROLINK CUSTOMER PORTAL

Registering for the MyHydroLink customer service portal takes just a couple of minutes and provides customers with access to a range of convenient services. This includes access to:

- Electricity consumption data by time-of-use;
- Current account balances and payment history;
- Access to a number of tools for understanding electricity consumption patterns, reducing energy use and more easily managing the account, such as a Cost Threshold alert, a Consumption Threshold alert, and Predict My Bill functionality;
- The option to register for a pre-authorized payment plan and E-Billing;
- The ability to submit a move request online and receive immediate email confirmation of the move request details; and
- The option to make a payment using a credit card.

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New features were also recently added. Residential and Small Commercial customers on Time-of-use pricing now have access to a *Summary Page* dashboard feature that allows them to customize all of their pertinent Hydro Ottawa account information, such as usage and billing data views, on a single page to suit their needs. In addition, a new *Bill Comparison Page* allows customers to compare two bills of their choosing in a side by side format. This new tool is intuitive enough to highlight the differences between the two bills for the customer.

More than 83,000 customer accounts are enrolled in MyHydroLink. In 2011, enrolment for MyHydroLink increased 42 percent.

HYDRO OTTAWA MOBILE

The Hydro Ottawa Mobile site enhances customer service by providing customers with easy access to a variety of features and information that are offered on the full website, and enables customers to track their MyHydroLink accounts through their mobile devices. This helps customers to manage their accounts anywhere, at any time.

This new optimized mobile website is accessible on a variety of mobile devices (e.g. iPhone, Blackberry, Android).

The key features of the mobile customer service portal include:

- **MyHydroLink** — account balance, billing and payment history, daily and weekly electricity consumption, customer-selected thresholds, account alerts.
- **Power Outages** — current and planned outages, report an outage.
- **Electricity Rates** — time-of-use rates, understanding your bill.
- **Contact Us** — mailing, telephone, internet and email options.
- **About Us** — information about Hydro Ottawa.

Customers can bookmark the mobile webpage and place a Hydro Ottawa Mobile icon on the desktop of their device, giving them the ability to quickly access these features. In the future, the mobile site will be further developed based on customer feedback and needs.



E-BILLING

E-Billing is a convenient, secure and environmentally friendly way to view an electricity bill online. Over 43,000 Hydro Ottawa customers enrolled in E-Billing no longer receive a paper bill by mail. Instead, when their next bill is ready, they'll receive an email notification.

CREDIT CARD PAYMENT

Hydro Ottawa customers can now pay their bill using their Visa or MasterCard. Payments can be made by telephone (613-738-6400) or online at www.hydroottawa.com/creditcardpayment.

Electricity bill payments made using a credit card are subject to a service fee of $5.95 per transaction. The maximum amount per transaction is $275.00, not including the fee. Multiple transactions are permitted.

The service fee is collected by Paymentus, a third party automated payment service. This fee covers the handling and processing charges. Hydro Ottawa does not receive any portion of the fee.

INTERACTIVE VOICE RESPONSE

Hydro Ottawa's Interactive Voice Response service has been updated with the addition of a credit card payment menu option. Customers can now call and make a credit card payment over the phone at any time.

ONLINE POWER OUTAGE MAP

The Power Outage Map was launched in 2011 on the website. It displays the location of current confirmed power outages, the estimated number of customers affected, the cause of the outage, crew status, and the estimated time of restoration, if known.

Outage information is updated every 15 minutes. Customers affected by an outage can also access this information on their mobile devices.

Also included on this site are "unconfirmed" outage reports on the web map, which provide customers with an earlier indication of possible outages, enhancing the timeliness of power outage communication and reporting.

Contact Us

HYDRO OTTAWA

3025 Albion Road North
P.O. Box 8700
Ottawa, Ontario K1G 3S4

CUSTOMER SERVICE

- www.hydroottawa.com
- 613-738-6400

POWER OUTAGE REPORTING AND INFORMATION

- www.hydroottawa.com/outages
- 613-738-0188

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