



# Hydro Ottawa AWARDS



A leading, trusted, integrated utility services company

Over the past several years, Hydro Ottawa has earned a number of awards in areas such as overall performance excellence, customer service, environmental protection, employment excellence, employee engagement, and corporate citizenship. This solid performance is a testament to the commitment to excellence that Hydro Ottawa employees bring to their work every day.

## OVERALL PERFORMANCE

In October 2012, Hydro Ottawa was named the **2012 Large Company of the Year** in the Ontario energy sector by the Ontario Energy Association. The award recognizes Hydro Ottawa's achievements in key business areas such as financial operations, customer service, distribution operations and energy production, corporate social responsibility, environmental leadership, and human resources management.

## CUSTOMER SERVICE

Hydro Ottawa was recognized as a leader in customer service in March 2012 with the **Customer Service Excellence Award**, presented by the Electricity Distributors Association at their 100th anniversary celebration.

Hydro Ottawa received the award for its successful Customer Experience Self-Serve Program. During 2011, the company added even more convenient services to its online customer service portal MyHydroLink, allowing Hydro Ottawa customers to better manage their accounts. Outage communications were also improved through the launch of an online power outage map. In addition, a new payment option was added to the Interactive Voice Response system.

In October 2012, Hydro Ottawa also received a **Certificate of Excellence** for the Customer Experience Self-Serve Program by Chartwell Inc. at the Customer Experience Conference in San Diego, California. Hydro Ottawa, with its 305,000 customers, was the smallest of the five finalists in the Customer Service category, with the other finalists being four U.S. electric utilities: Southern California Edison, San Diego Gas and Electric, PPL Electric, and Nipsco.

In addition, Hydro Ottawa was previously recognized with the **2010 Best Practices Award** in Outage Communications presented by Chartwell Inc.

## ENVIRONMENT

Hydro Ottawa was honoured to be named as one of **Canada's Greenest Employers** for the second consecutive year in April 2012. This award recognizes Canadian employers that are exceptional in creating a culture of environmental awareness in their organizations.

Hydro Ottawa received the award for reducing its impact on the environment, generating renewable electricity and actively promoting sustainable energy use in the community.



Hydro Ottawa's Environmental Sustainability Strategy has also been recognized as an industry success story by the Canadian Electricity Association in its Sustainable Electricity Program Annual Reports of 2009 and 2010.

### EMPLOYMENT EXCELLENCE

For the fourth year in a row, in February 2012 Hydro Ottawa was named one of the **National Capital Region's Top Employers**. This prestigious award recognizes employers that offer exceptional places to work.



Companies distinguished as top employers are compared to other organizations and selected for offering the most progressive and forward-thinking programs. A panel of independent judges evaluates detailed submissions based on eight criteria: physical workplace; work and social atmosphere; health, financial and family benefits; vacation and time off; employee communications; performance management; training and skills development; and community involvement.

### EMPLOYEE ENGAGEMENT

Hydro Ottawa was recognized as one of the **Achievers 50 Most Engaged Workplaces™ in Canada** for the third consecutive year in August 2012. This annual award recognizes top employers that display leadership and innovation in engaging their employees. Hydro Ottawa was recognized for the strength of its culture, a proud tradition of giving back to the community and the opportunities it provides for professional and personal growth.



### CORPORATE CITIZENSHIP

In 2011, Hydro Ottawa's annual charity campaign committee was honoured with a **United Way Community Builder Award**. Thanks to the leadership of employee volunteers, and with the support of employees across the company, Hydro Ottawa's workplace campaign is now the largest donor among the more than 100 companies in the Construction, Manufacturing and Services sector. Hydro Ottawa's campaigns have raised more than \$1.2 million in employee donations and corporate matching dollars from 2001 to 2012.

## Contact Us

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### POWER OUTAGE REPORTING AND INFORMATION

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