

Customer Dispute Resolution Process

Providing excellent customer service is very important to Hydro One Brampton. We value customer feedback as a means of strengthening our administration and improving our relations with the public. Hydro One Brampton adheres to the following principal: an effective complaint handling system modelled on the principals of fairness, accessibility, responsiveness, efficiency and integration. We are committed to delivering superior customer service on every phone call, email, home or business visit. Our Customer Care Representatives are trained and knowledgeable to be able to assist you with your inquiries and concerns. If you have a concern or question, we encourage you to get in touch with us by telephone, email, mail or fax.

You may contact our Customer Care Department by telephone at: Customer Accounts 905-840-6300 Ext. 7300 or Collections Ext. 7200, Monday to Friday from 8:30 a.m. to 4:30 p.m. or via visit our website at www.HydroOneBrampton.com and use our [CONTACT US](#) online form.

You may also send us a fax at 905-452-5538 or write us at:

Hydro One Brampton Networks Inc.
Attn: Customer Care Department
175 Sandalwood Parkway West
Brampton, Ontario L7A 1E8

It's our goal to ensure that our Customer Care Representatives have the answers you need on your first contact. However, if you're not satisfied with the answers you have received, please review the following escalation process:

STEP 1: CONTACT THE CUSTOMER CARE DEPARTMENT

If you are not satisfied with the outcome of your initial contact with our Customer Care Representative, you may request that your concern be escalated to Senior Customer Care Representative. If not immediately available, a Senior Customer Care Representative or Supervisor will contact you **within two business days** to work with you to resolve your concern.

Please Note: If your complaint requires further investigation, the Senior Customer Care Representative or Supervisor will refer your issue to our Customer Care Managers. The Customer Care Managers will investigate your complaint and provide a response **within two business days of receipt**. If the investigation is expected to take longer, the Customer Care Managers will inform you **within the two business day period** and **provide a date** that you can expect a response.

STEP 2: CONTACT THE CUSTOMER CARE DIRECTOR

Most customer concerns are resolved before they reach this step; however, if you're still not satisfied with the outcome of your complaint after Step 1, please contact the **Director of Customer Care**. The Director of Customer Care reviews complaints **only after** they have been through Step 1. The director will review the background of your complaint and

work with the appropriate Hydro One Brampton department to expedite a final response **typically within five business days** where possible.

Fax: 905-452-5538

By mail: Hydro One Brampton Networks Inc.

Attn: Director of Customer Care

175 Sandalwood Parkway West

Brampton, ON L7A 1E8

By email to: smiller@HydroOneBrampton.com

PLEASE INCLUDE THE FOLLOWING INFORMATION IN YOUR NOTE:

Have you spoken to Customer Care?

Did you speak to a Senior Customer Care Representative?

Did you speak to a supervisor?

Include the name of the staff you have spoken to.

Your first name, last name, preferred email address for correspondence, contact phone number, Hydro One Brampton Account #. Details of your complaint: Please **DO NOT** include any personal information such as credit card numbers, SIN, or driver's license.

STEP 3: CONTACT THE ONTARIO ENERGY BOARD (OEB)

If you have followed the steps above and still feel that your complaint has not been resolved, please contact our regulator, the Ontario Energy Board (OEB) at:

Local Number: 416.314.2455

Toll Free Number: 1.877.632.2727

Fax Number: 416.440.7656

Toll Free Number: 1.877.632.2727

Ontario Energy Board

P.O. Box 2319

2300 Yonge St, Suite 2701

Toronto, ON M4P 1E4

www.ontarioenergyboard.ca