



Dispute/Complaint Resolution Process

Customer Service is an important part of the way Orangeville Hydro Limited does business. It's our goal to deliver superior service that meets your expectations on every phone call, email exchange, home or business visit. Our Customer Service Representatives are trained 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, or mail.

You may contact our Customer Service Department by telephone at 519-942-8000, Monday to Friday from 8:30 a.m. – 4:30 p.m. ET or via our [CONTACT US](#) online form on our website.

Please note that we are closed on all weekends and Statutory Holidays.

You may also write us at:

Orangeville Hydro Limited
Attn: Customer Service
400 C Line
Orangeville, ON L9W 3Z8

It's our goal to ensure that our Customer Service 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 Service Department

If you're not satisfied with the outcome of your initial contact with our Customer Service Department, you may request that your concern be escalated to a Senior Customer Service Representative. If not immediately available, the Senior Customer Service Representative will contact you within two business days to work with you to resolve your concern.

Please Note: If your complaint requires further investigation, it will be referred to the Manager of Customer Service. The Manager of Customer Service will investigate your complaint and provide a response within two business days of receipt. If the investigation is expected to take longer, the Customer Service Department will inform you within the two business day period and provide a date you can expect a response.

STEP 2: Contact the President of Orangeville Hydro Limited

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 President of Orangeville Hydro. The President reviews complaints only after they have been through Step 1. The President will review the background of your complaint and work with the appropriate Orangeville Hydro department to expedite a response typically within two business days.

By mail:

Orangeville Hydro Limited
Attn: President
400 C Line
Orangeville, ON L9W 3Z8

By email to: info@orangevillehydro.on.ca

PLEASE INCLUDE THE FOLLOWING INFORMATION IN YOUR NOTE:

- Have you spoken to the Customer Service Department?
- Did you speak to the Manager of Customer Service?
- Name of the Manager you spoke to:
- **Your** First Name, Last Name, preferred email address for correspondence, contact phone number, Orangeville Hydro Account No.
- Details of your complaint: Please do NOT include any personal information such as Credit Card numbers, SIN, or Driver's License.

The President will review your issue or complaint to ensure that:

- Orangeville Hydro's internal processes and policies were applied fairly
- All facts and evidence were incorporated in reaching the decision
- Your complaint was addressed promptly
- Comprehensive reasons were provided to support the decision

We will confirm receipt of your information, in most cases within 48 hours, and will review your issue as soon as possible.

STEP 3: CONTACT THE ONTARIO ENERGY BOARD

If Orangeville Hydro has been unable to resolve your complaint, you may bring your complaint to our regulator, the Ontario Energy Board (OEB).

Orangeville Hydro will subscribe to and refer unresolved complaints to an independent third party complaints resolution service provider selected by the OEB. This condition will become effective on a date to be determined by the OEB. The OEB will provide reasonable notice to the Orangeville Hydro of the date this condition becomes effective.

The Ontario Energy Board regulates all aspects of Orangeville Hydro's distribution services, including rates, and can be reached as follows:

Local Number: 416.314.2455

Toll Free Number: 1.877.632.2727

Fax Number: 416.440.7656

Ontario Energy Board
P.O. Box 2319
2300 Yonge St, 27th Floor
Toronto, ON M4P 1E4

www.ontarioenergyboard.ca