

Your Account

Start, Stop or Move

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Customer Service Guarantees

We are proud of our high standard of customer service. Read below for more information about how we back up our service with commitments and performance standards.

For more information or to file a claim, please call our Customer Guarantee Claim Line toll free at **1-800-523-3433**.

Customer Service Guarantees

- ✦ **Guarantee #1 - Restoring your power**
- ✦ **Guarantee #2 - Appointments**
- ✦ **Guarantee #3 - Switching on power**
- ✦ **Guarantee #4 - Estimates for new power supply**
- ✦ **Guarantee #5 - Billing questions**
- ✦ **Guarantee #6 - Meter problems**
- ✦ **Guarantee #7 - Planned interruptions**
- ✦ **Automatic payments and exemptions**



Performance Standards

- ✦ **Performance standard #1 - System availability**
- ✦ **Performance standard #2 - System reliability**
- ✦ **Performance standard #3 - Worst-performing circuits**
- ✦ **Performance standard #4 - Restoring supply after a fault**
- ✦ **Performance standard #5 - Answering the telephone**
- ✦ **Performance standard #6 - Responding to the Commission**

Customer Service Report Card

Here is how we performed on our Customer Service Guarantees from January 2016 to December 2016:

- Restoring power – 100%
- Keeping appointments – 99.93%
- Switching on power – 99.94%
- Estimates – 99.86%
- Responding to billing inquiries – 99.67%
- Responding to meter problems – 100%
- Notification of planned interruptions – 99.98%

Overall guarantee performance remains above 99.93%, reflecting our continuing commitment to your satisfaction.



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Customer Service



Customer service
1-888-221-7070

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1-877-508-5088

[Report a streetlight outage](#)