



CSR Workbook

RESIDENTIAL ENERGY CONSUMERS

February 2018

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SURVEY OBJECTIVES

- The Ontario Energy Board (OEB) commissioned Ipsos to conduct quantitative research on the topic of customer service rules. The study included two phases: a representative online survey of residential energy consumers as well as an open-link public version posted on the OEB website. Consumers were asked to complete an online Workbook addressing their opinions on key customer service rules.
- The CSR Workbook survey is intended to:
 - To gauge consumers attitudes towards the customer service rules for both electricity and natural gas utilities (including unit sub-meter providers);
 - Benchmark attitudes among a representative sample of energy consumers;
 - Provide a comparison between the representative survey and open-link public version;
- The key findings of this report regarding customer service focus primarily on the results of representative survey. The purpose of conducting a representative phase of research was so that findings could be inferred to the broader population, while the public version allowed anyone who wanted to share their input to participate. Key differences between the representative and public version have been summarized in the executive summary with detailed results of the public survey found in appendix.

SURVEY METHODOLOGY



- The survey was conducted online. The sample universe for the representative survey was consumers who are responsible or partially responsible for paying their household utility bill (including electricity and/or natural gas) and sample was sourced from a mix of pre-recruited iSay panel sample and non-panel random Ipsos Ampario sample. The public version was posted on the OEB website and anyone who was resident of Ontario qualified.
- A total of n=602 electricity and natural gas consumers in the province of Ontario completed the representative survey between August 3 and August 11, 2017. The data has been weighted by age, gender, and region to ensure that it is representative of the Ontario billpaying population. A sample of this size has a margin of error of +/- 4.0%, nineteen times out of twenty. The margin of error will be larger for sub-groups of the data.
- A total of n=2005 respondents completed the public version of the survey by the time of reporting (classified as residential consumers). Results include data collected between Sept. 7th 2017 – Jan. 16th 2018. A sample of this size has a margin of error of +/- 2.2%, nineteen times out of twenty. The survey will close on February 2nd 2018.

NOTE TO THE READER

- Where totals do not add to 100%, it is due either to rounding or the respondent was permitted to provide more than one response.
- Throughout the report some response options have been grouped to express summary scores (i.e. % Agree = Strongly agree + Somewhat agree) these have been identified in two ways: T2B = Top 2 Box, B2B = Bottom 2 Box
- For open ended measures, verbatim responses are grouped into common responses and broader themes and expressed as a percentage of total mentions.



EXECUTIVE SUMMARY

EXECUTIVE SUMMARY: KEY FINDINGS (1)

- At nearly half (46%), most residential consumers feel that 20 calendar days from when the bill was issued is a reasonable time to pay, while three in ten (29%) say 15 calendar days and fewer indicated 10 calendar days (10%) or 30 calendar days (8%).
- At almost eight in ten (78%), the vast majority of residential consumers feel it is important that equal payment / billing options are offered to consumers and nearly six in ten (58%) agree that energy utilities should offer equal payment / billing plans to customers who purchase energy from an electricity retailer and/or gas marketer under contract.
- At six in ten (60%), a majority of residential consumers agree that all energy utilities should allocate payments to energy charges first however agreement is softer with the largest proportion of consumers somewhat agreeing.
- More than half of residential consumers (56%) agree that energy utilities should be allowed to disconnect service to customers who do not pay their bills and fully seven in ten agree (71%), that in the winter, instead of fully disconnecting residential customers, electricity utilities should install devices to limit usage.

EXECUTIVE SUMMARY: KEY FINDINGS (2)

- Half (51%) of residential consumers agree that energy utilities should be allowed to ask for security deposits while four in ten (42%) disagree.
- Nearly six in ten (57%) residential consumers feel that utilities should have flexibility to negotiate individual payment plans with residential customers based on their situation, while one-third (32%) feel they should be required to offer an OEB- mandated arrears payment agreement (APA) to all residential customers who are unable to pay their bills.
- Opinions differ somewhat based on key demographics with the largest differences in terms of age and gender. Younger consumers more likely to report being asked for a security deposit, being refused equal billing, entering into an APA or receiving a disconnection notice however they are also more stringent in their opinions on most rules preferring shorter timeframes and fewer exemptions. Female consumers are generally less likely to feel knowledgeable on several subjects and are more likely to indicate they don't know how to respond.

SUMMARY OF KEY RULES AND REGULATIONS

% AGREE



SECURITY DEPOSIT

51%

Utilities should be allowed to ask for security deposits.



BILL DUE DATES & LATE PAYMENT CHARGES

46%

20 calendar days would be a reasonable amount of time to be required to pay their bill



ALLOCATION OF PAYMENT

60%

Utilities should allocate partial payments to energy charges first



EQUAL MONTHLY PAYMENT/BILLING PLAN

*It is important to have equal payment and equal billing options** **78%**

*% Important



ARREARS PAYMENT AGREEMENT

57%

Utilities should have flexibility to negotiate individual plans based on their situation.



DISCONNECTION OF SERVICE

Utilities should be allowed to disconnect service to customers who do not pay their bills **71%**

EXECUTIVE SUMMARY:

KEY DIFFERENCES BETWEEN REPRESENTATIVE AND PUBLIC SURVEY (3)

- Those who responded to the public survey are somewhat different demographically and attitudinally from the representative sample of energy consumers.
- Public survey respondents skew female, middle aged (35-54), slightly lower income and are nearly twice as likely to be from Southwestern Ontario (one-third of respondents compared to two in ten among the representative sample of consumers). They are also slightly more likely to use natural gas as a heating source.
- Attitudinally, they are more engaged on the topic of customer service rules and tend to be less likely to say that they don't know across several measures. While opinions are generally consistent with the representative survey results, public survey respondents tend to feel more strongly about the opinions they do hold (i.e. more likely to strongly agree).
- There are limited statistically significant differences by demographic factors like age, gender and region across key measures among public survey respondents.

EXECUTIVE SUMMARY:

KEY DIFFERENCES BETWEEN REPRESENTATIVE AND PUBLIC SURVEY (4)

- Public survey respondents are more likely to strongly agree that utilities should be able to ask for a security deposit and to have been asked for one themselves. They are also less likely to feel that a security deposit should be used to pay for unpaid bills to avoid disconnection.
- They are more likely to strongly agree that utilities should be able to disconnect customers who do not pay their bills but are also less likely to agree that instead of fully disconnecting a residential consumer, utilities should install devices that limit usage (in the winter months).
- They are more likely to feel it is very important that equal billing options should be offered to residential consumers but less likely to currently be on an equal payment/ billing plan.
- They are also somewhat more likely to prefer more stringent conditions for an APA including that any down payment be a higher percentage of the total owed and that there be a shorter repayment period.
- Public survey respondents are more likely to prefer electronic billing and less likely to feel it is important to be able to pay by credit card or that they would do so if there was a fee.



**SECURITY
DEPOSITS**

SECTION A



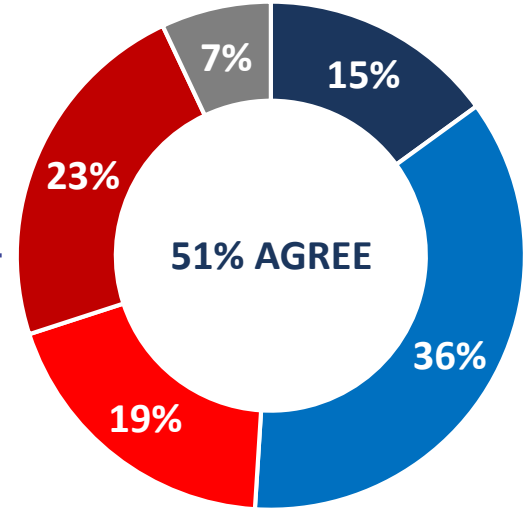
SECURITY DEPOSIT

- Half (51%) of residential consumers agree they should be allowed, of which around one in ten (15%) strongly agree and nearly four in ten somewhat agree (36%), while four in ten either strongly disagree (23%) or somewhat disagree (19%).
- When asked for additional input most did not provide comment. Among the few who did, most comments were about not agreeing with the premise of a security deposit.

Current customer service rules stipulate that energy utilities may ask customers for a security deposit when the customer has no payment history with the utility.

Customers that have a poor payment history, or fail to show the utility a satisfactory credit history may also be asked for a security deposit. Energy utilities must pay for the energy they deliver and the cost of delivery regardless of whether customers pay their bills.

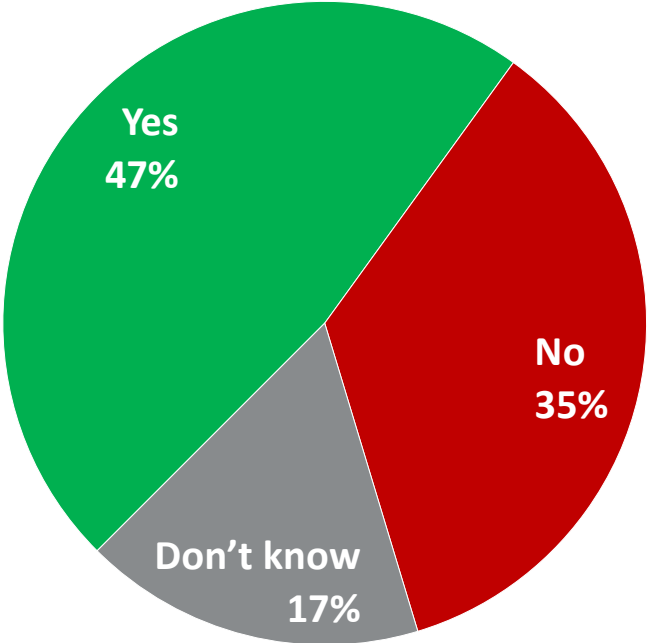
Security deposits help reduce utilities' bad debt caused by some customers that don't pay their bills, a cost which may then be recovered from other customers.



■ STRONGLY AGREE ■ SOMEWHAT AGREE ■ SOMEWHAT DISAGREE ■ STRONGLY DISAGREE ■ DON'T KNOW

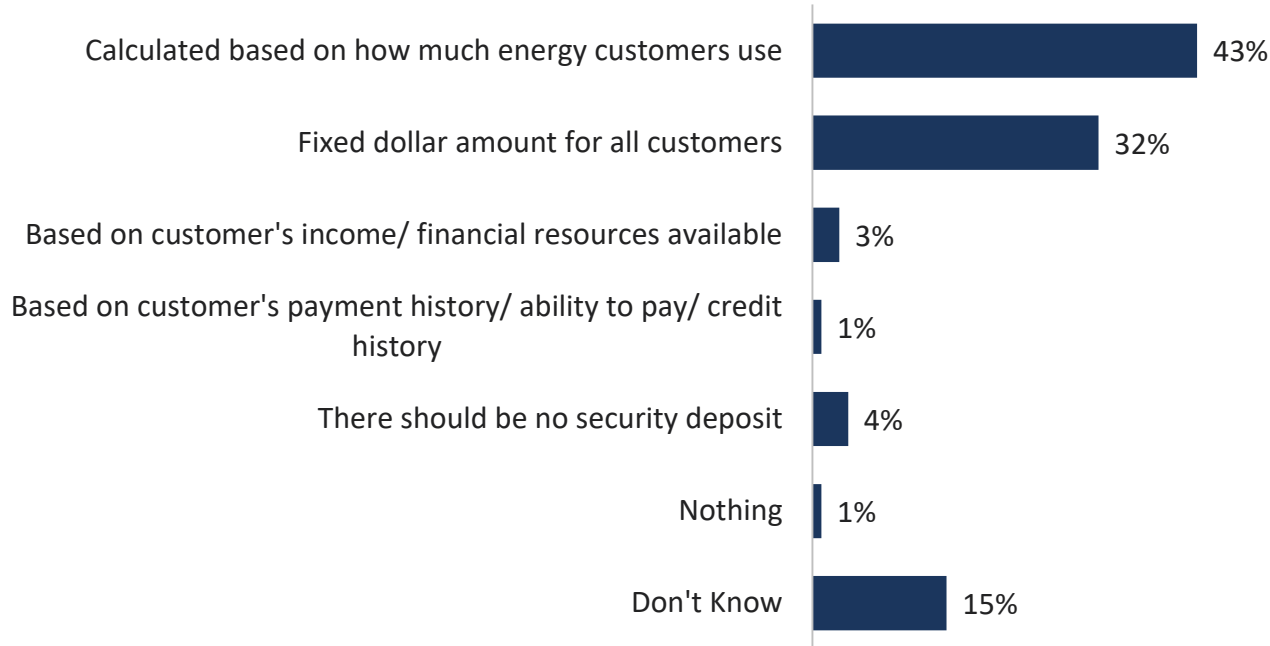
SHOULD LOW-INCOME CUSTOMERS BE EXEMPT FROM SECURITY DEPOSITS?

- Nearly half (47%) of residential consumers feel that low-income consumers should be exempt from having to pay security deposits, while around one third (35%) think they should not and fewer than two in ten (17%) don't know.



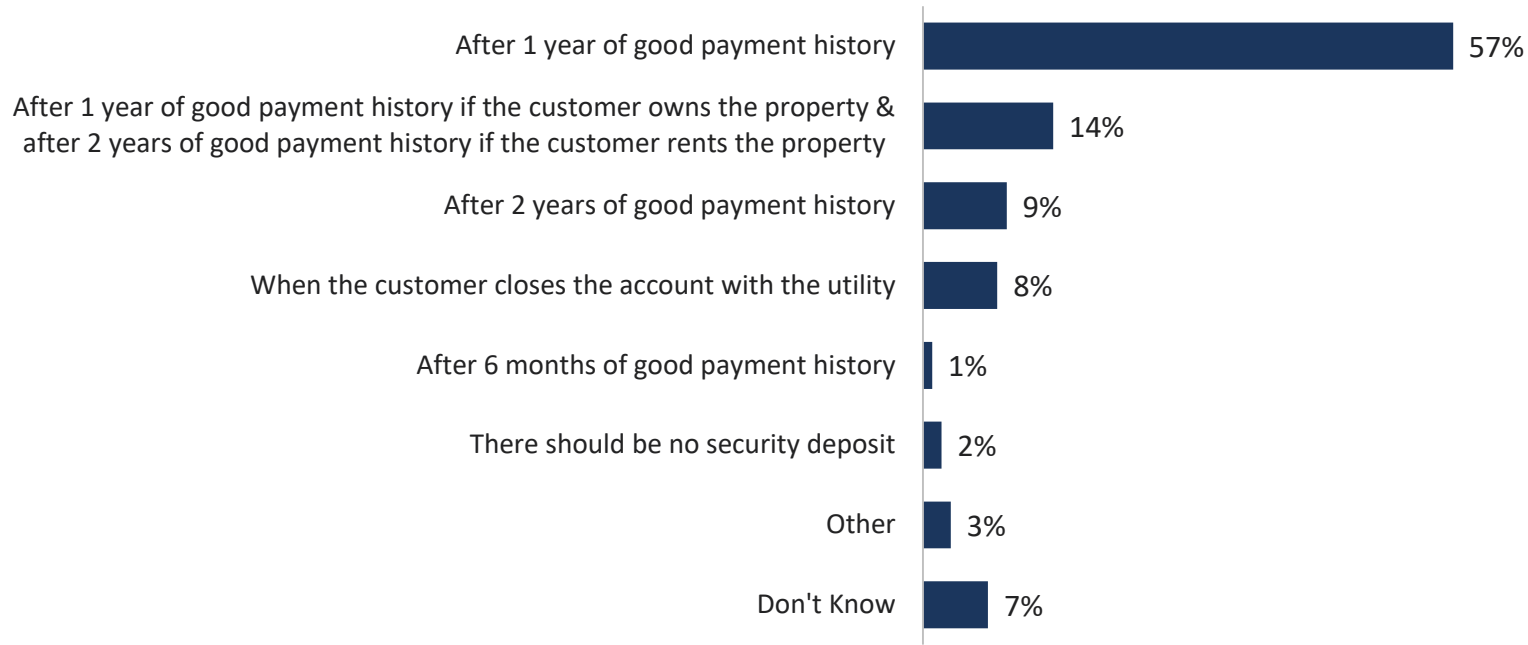
PREFERRED METHOD FOR CALCULATING SECURITY DEPOSITS

- At four in ten (43%), residential consumers are most likely to think that security deposits should be calculated based on how much energy customers use, followed by three in ten (32%) who want it to be a fixed dollar amount for all customers. Less than two in ten (15%) indicate they don't know while few select any of the other methods of calculation provided.



PREFERRED TIMEFRAME FOR RETURN OF SECURITY DEPOSITS

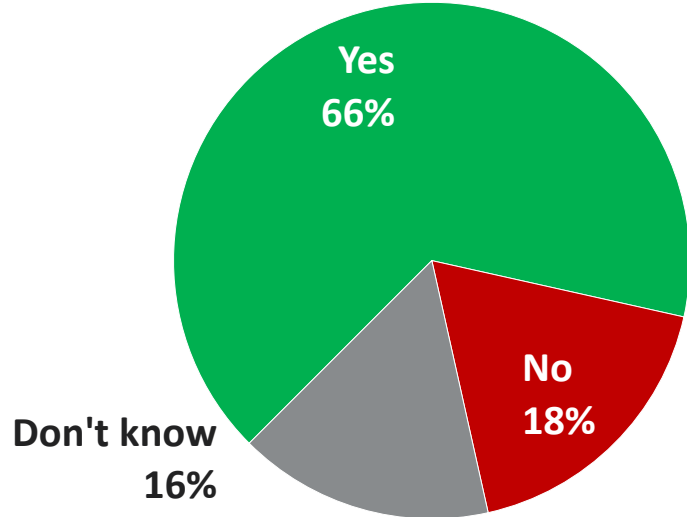
- At nearly six in ten (57%), the majority of residential consumers feel that the security deposit should be returned to the customer after 1 year of good payment history. Around one in ten (14%) feel it should be returned after 1 year of good payment history if the customer owns the property and after 2 years if the customer rents the property, while fewer than one in ten (9%) say after 2 years good payment history or when the customer closes the account (8%).



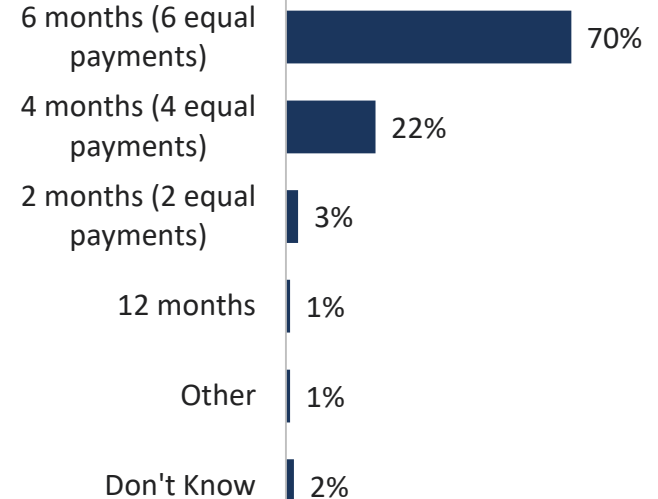
SHOULD SECURITY DEPOSITS BE ALLOWED TO BE PAID IN INSTALMENTS?

- Two-thirds (66%) of consumers think that residential customers should be allowed to pay security deposits in equal instalments, while two in ten (18%) don't think so and slightly fewer (16%) don't know. Among those who think it should be allowed, the vast majority (70%) feel 6 months is a reasonable time to pay followed by two in ten (22%) who feel 4 months is reasonable, while few select any other option.

SHOULD THEY PAID IN INSTALLMENTS?



WHAT IS A REASONABLE TIME TO PAY?

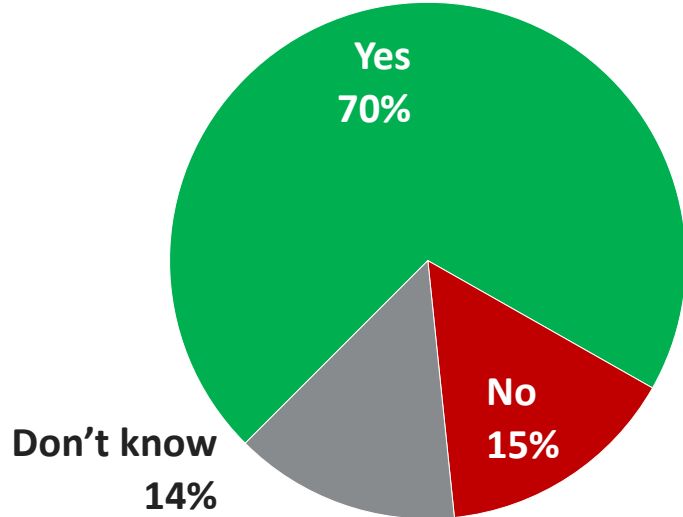


Q25. Should residential customers be allowed to pay security deposits (the amount is about 2.5 times the customer's average monthly bill) in equal installments? Meaning that they could spread-out the payment for a security deposit through a number of smaller payments. Base: Residential customers (n=602)/ Q26. What would be a reasonable amount of time to spread-out payments for a security deposit to you? Base: Residential customers who approve of paying security deposits in installments (n=402)

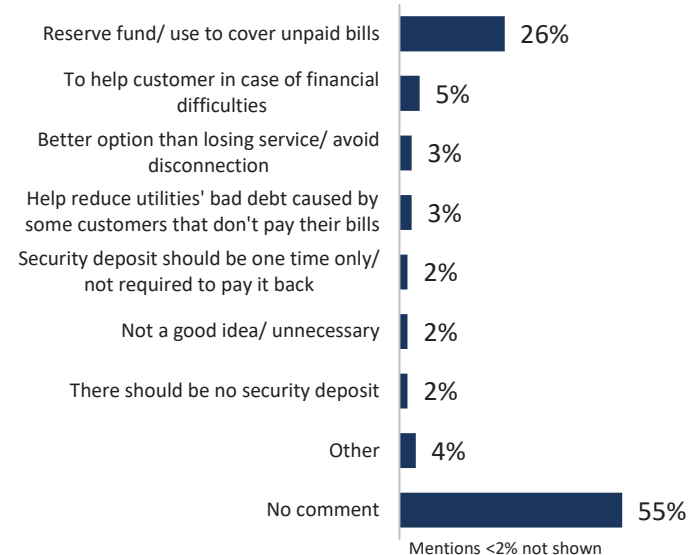
SHOULD SECURITY DEPOSITS BE USED TO PAY FOR AMOUNT OWING?

- Seven in ten (70%) consumers agree that security deposits should be used to pay for any amount owing by the customer to avoid disconnection of service, while fewer than two in ten (15%) do not feel it should be used for that purpose and slightly fewer (14%) don't know. The most common reason provided for why is that it would provide a reserve fund to cover unpaid bills, however most choose not to provide a comment.

SHOULD THEY BE USED FOR UNPAID BILLS?



WHY OR WHY NOT?



Q29. If a customer owes their utility money from unpaid bills, should security deposits be used to pay the energy utility for any amount owing by the customer to avoid disconnection of service and then require the customer to payback the security deposit? Base: Residential customers (n=602)

Q30. Why or why not do you think that security deposits should be applied to money that was already owed to the energy utility? Base: Residential customers (n=602)



BILL DUE DATES AND LATE PAYMENT CHARGES

SECTION B

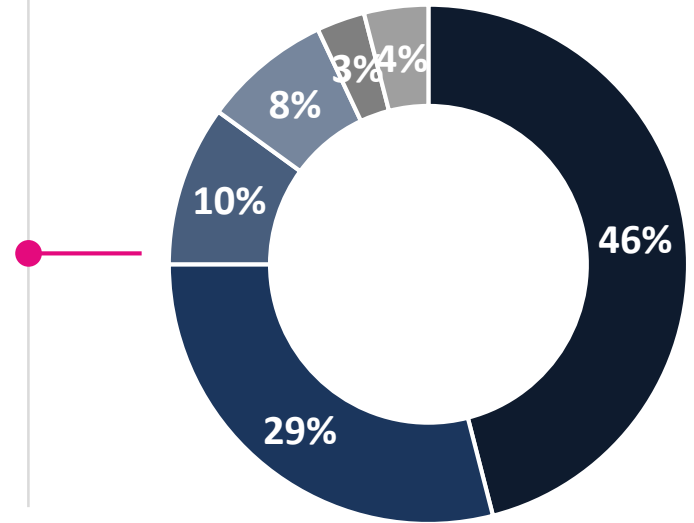


BILL DUE DATES & LATE PAYMENT CHARGES

- Nearly half (46%) of residential consumers feel that 20 calendar days from when the bill was issued is a reasonable time to pay their energy bill, while three in ten (29%) say 15 calendar days and fewer said 10 calendar days (10%) or 30 calendar days (8%).
- When asked for additional input most did not provide comment. Among the few who did, the most common mentions include that payments should depend on a person's pay cycle or that late pay charges should be removed altogether.

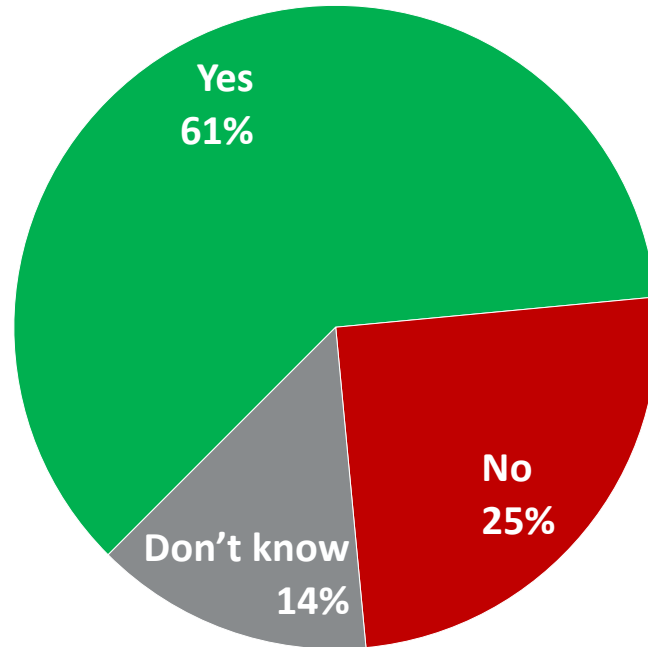
Current customer service rules stipulate that energy utilities must allow all customers a minimum amount of time to pay their bills. Those who do not pay by the bill due date may be charged a late payment penalty.

- 20 calendar days from the date the bill was issued
- 15 calendar days from the date the bill was issued
- 10 calendar days for the date the bill was issued
- 30 calendar days from the date the bill was issued
- Other
- Don't Know



WOULD DUE DATE OPTIONS MAKE IT EASIER TO MANAGE PAYMENTS?

- At six in ten (61%), a strong majority of consumers agree that being able to choose between 2 payment due dates (e.g. 1st of the month or 15th of the month) would make it easier to manage energy bill payments. One quarter (25%) indicate that it would not make it easier, while around one in ten (14%) don't know.





ALLOCATION OF PAYMENT

SECTION C

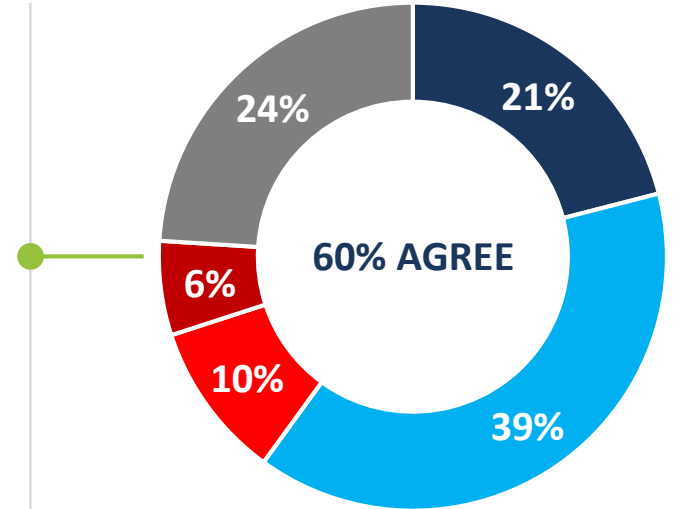


ALLOCATION OF PAYMENT

- Six in ten (60%) residential consumers agree that all energy utilities should allocate payments to energy charges first, of which two in ten (21%) strongly agree and nearly four in ten (39%) somewhat agree. One in ten (10%) somewhat disagree, while slightly fewer (6%) strongly disagree and one quarter (25%) don't know.
- When asked for additional input most did not provide comment. Among the few who did, the most include that allocation of payments should be done equally or as a separate bill.

Some energy utilities collect payments for other services like water or sewage by electricity distributors and water heaters by gas distributors. Combining the amounts for other services onto one bill can save utilities and consumers extra costs for billing.

If utilities allocate payments to energy charges first, they will not apply late payment charges or disconnect customers who have not been able to pay the full bill but paid enough to cover the energy charges. However, late payment charges and disconnection of other non-energy services that the utility is billing for may occur in this case.



■ STRONGLY AGREE ■ SOMEWHAT AGREE ■ SOMEWHAT DISAGREE ■ STRONGLY DISAGREE ■ DON'T KNOW

Q44. Indicate whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that all energy utilities should allocate payments to energy charges first?

Base: Residential customers (n=602)



EQUAL MONTHLY PAYMENT / BILLING PLANS

SECTION D

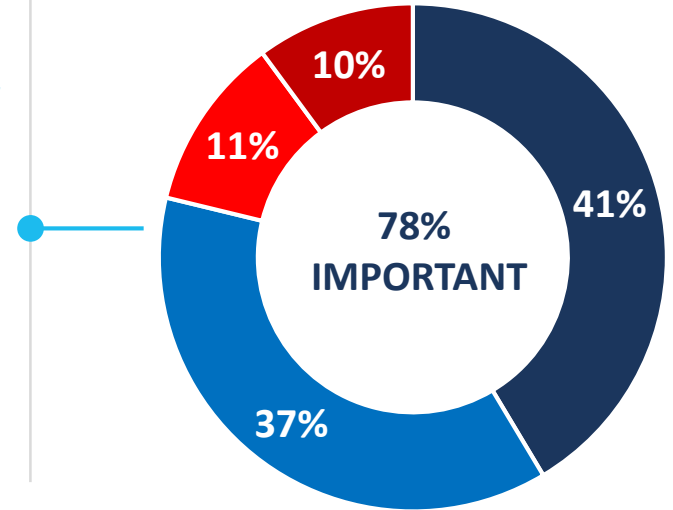


EQUAL MONTHLY PAYMENT/BILLING PLAN

- Nearly eight in ten (78%) residential consumers feel it is important to have equal payment and equal billing options, of which four in ten (41%) feel it is very important and slightly fewer (37%) somewhat important. One in ten feel it is either only a little important (11%) or not at all important (10%).
- When asked for additional input most did not provide comment. Among the few who did, the most common include that equal billing allow flexibility / make it easier to budget.

The amount of energy you use can vary a lot from month to month. Paying the actual amount of energy used each month may be the best method for you. However, some customers prefer to spread their annual energy payments out evenly through the year. Any difference between the amount you paid each month and your actual costs will then be reconciled once a year.

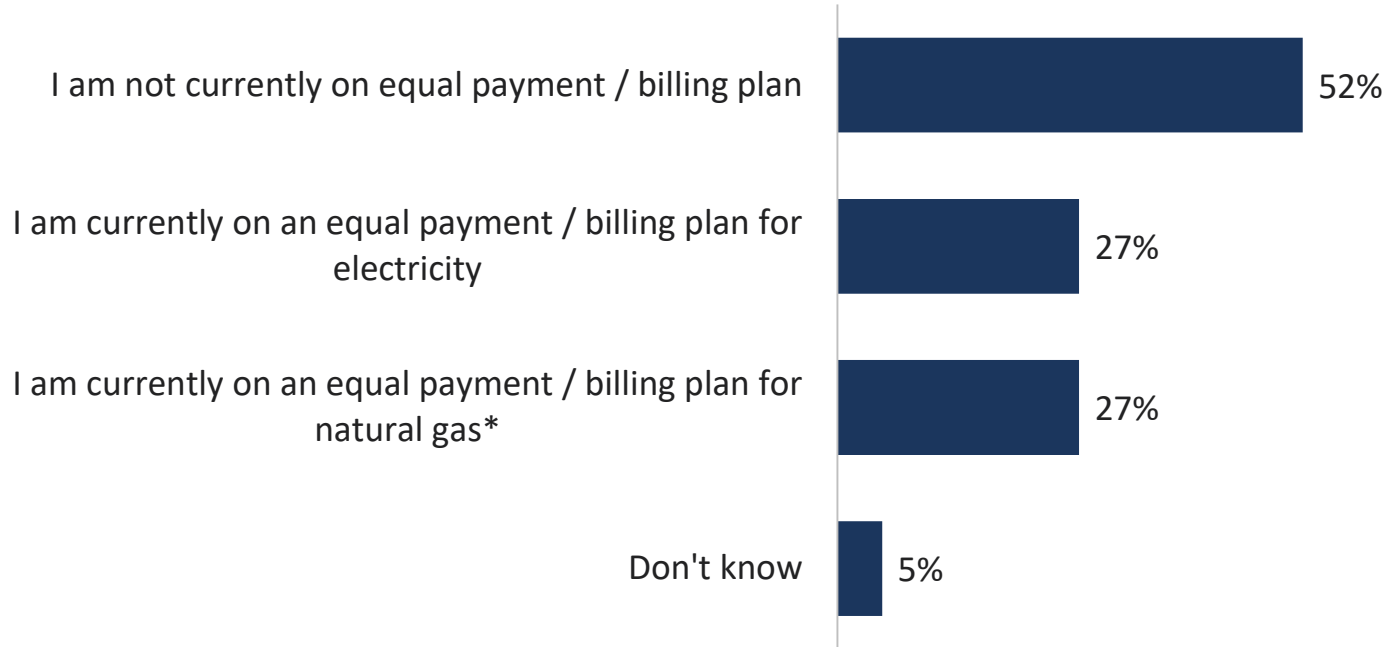
These plans are known as equal payment plan where equalized payment amount is automatically withdrawn from a customer's account with a financial institution on a monthly basis or equal billing plan where a bill is issued to a customer and the amount due in each bill is equalized over the billing periods in the year.



■ VERY IMPORTANT ■ SOMEWHAT IMPORTANT ■ ONLY A LITTLE IMPORTANT ■ NOT AT ALL IMPORTANT

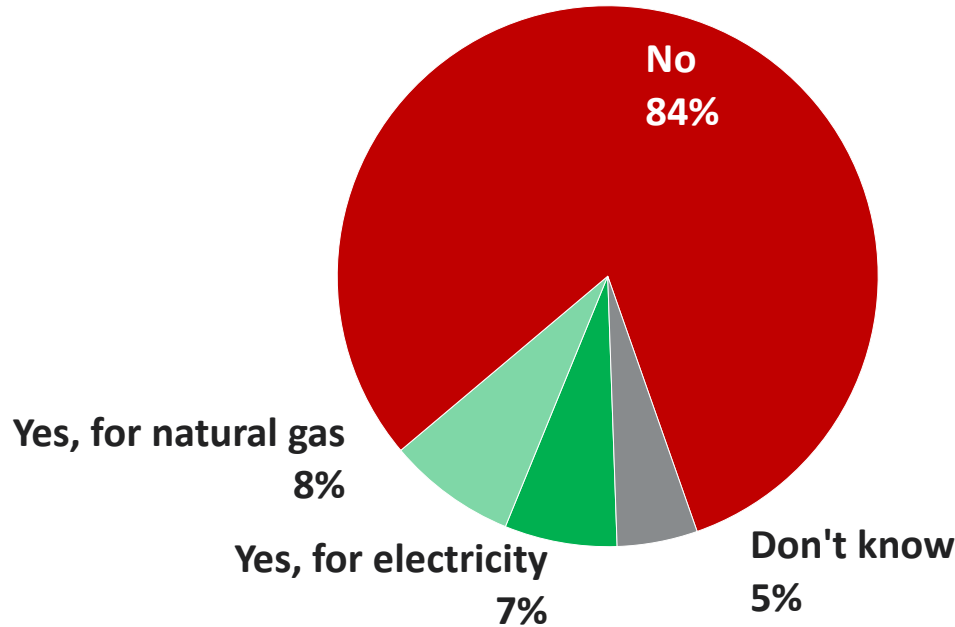
ARE YOU CURRENTLY ON A BILLING PLAN?

- More than half of residential consumers (52%) are not currently on an equal payment plan, while around one-quarter are for electricity (27%) and natural gas (27%).



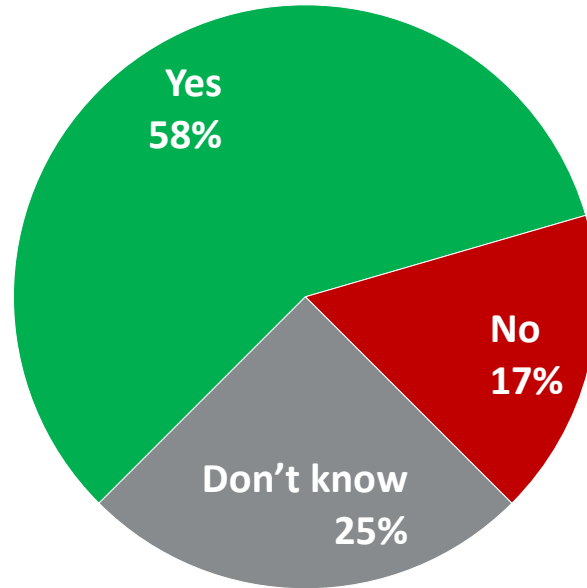
HAVE YOU EVER BEEN REFUSED AN EQUAL PAYMENT/ BILLING PLAN?

- Well over eight in ten (84%) residential customers have never been refused an equal payment plan, while fewer than one in ten indicate they have for electricity (7%), natural gas (8%) or that they don't know (5%). Among the few residential consumers who were refused a plan, most didn't provide an explanation for why however of those who did the most common response was a preference to pay what you use or a dislike of the policy.



SHOULD EQUAL PAYMENT PLANS BE OFFERED TO CUSTOMERS UNDER CONTRACT FROM AN ELECTRICITY RETAILER/ GAS MARKETER?

- Nearly six in ten (58%) residential consumers agree that energy utilities should offer equal payment / billing plans to customers who purchase energy from an electricity retailer and/or gas marketer under contract. One quarter (25%) don't know, while fewer than two in ten (17%) think they should not be able to.

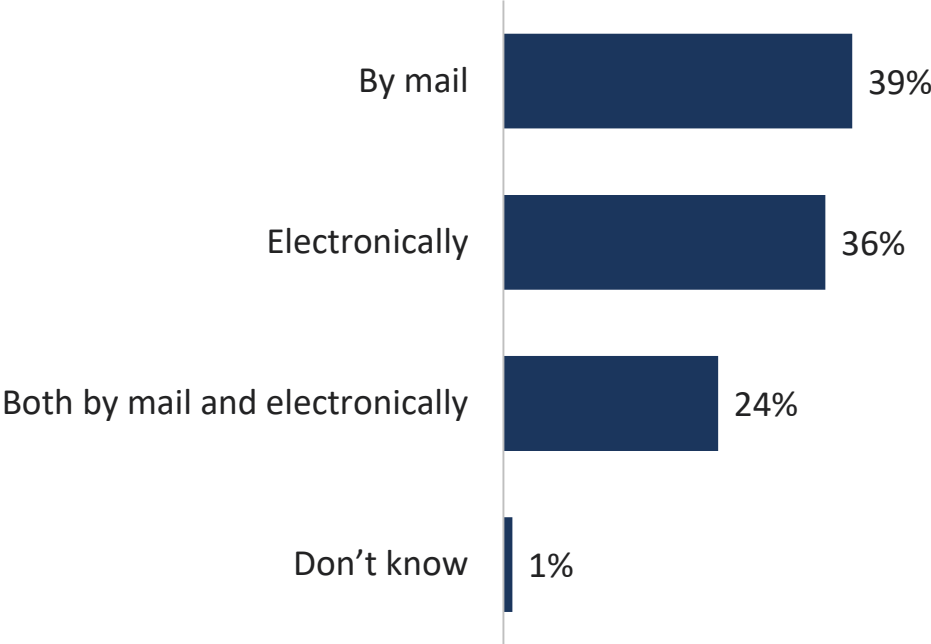


Q52. Should energy utilities offer equal payment / billing plans to customers who purchase energy from an electricity retailer and/or gas marketer under contract?

Base: Residential customers (n=602)

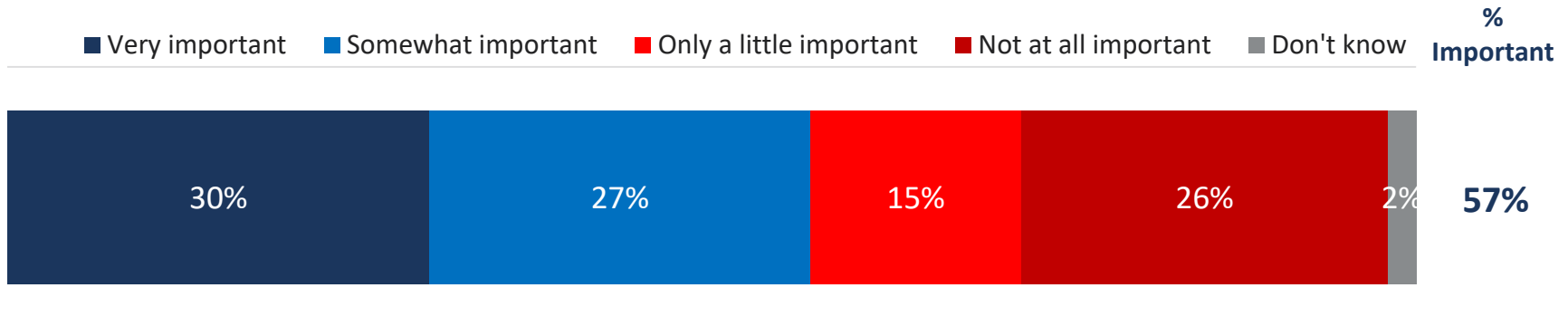
PREFERRED METHOD OF RECEIVING BILL

- At four in ten (39%), residential consumers are most likely to want to receive their bill by mail, followed closely by those who prefer it electronically (36%). Nearly one quarter (24%) would prefer to receive it both by mail and electronically.



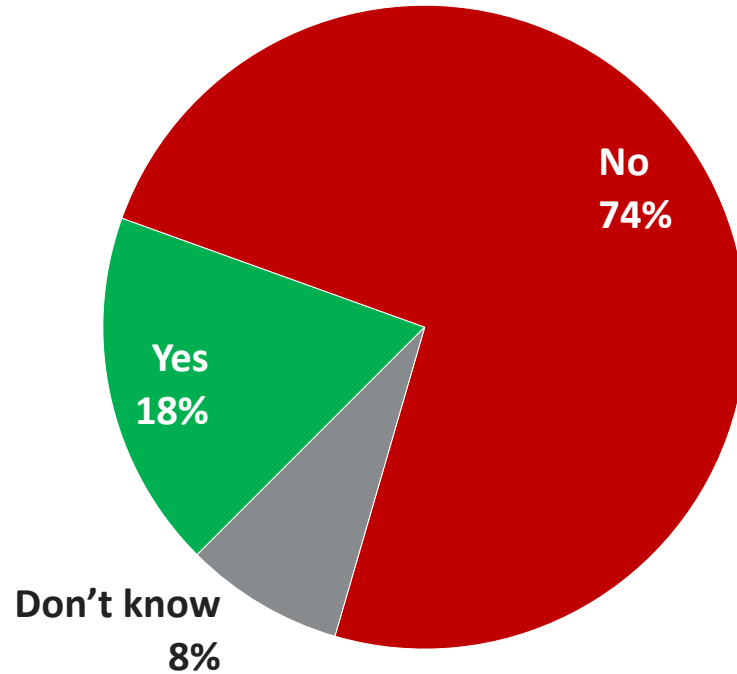
IMPORTANCE OF PAYING WITH CREDIT CARDS

- Nearly six in ten (57%) residential consumers feel it is important to be able to pay their energy bills by credit card, of which three in ten feel it is very important (29%) and around one quarter (25%) somewhat important. Fewer than two in ten (15%) think it is only a little important, while one quarter (26%) say it is not at all important to them.



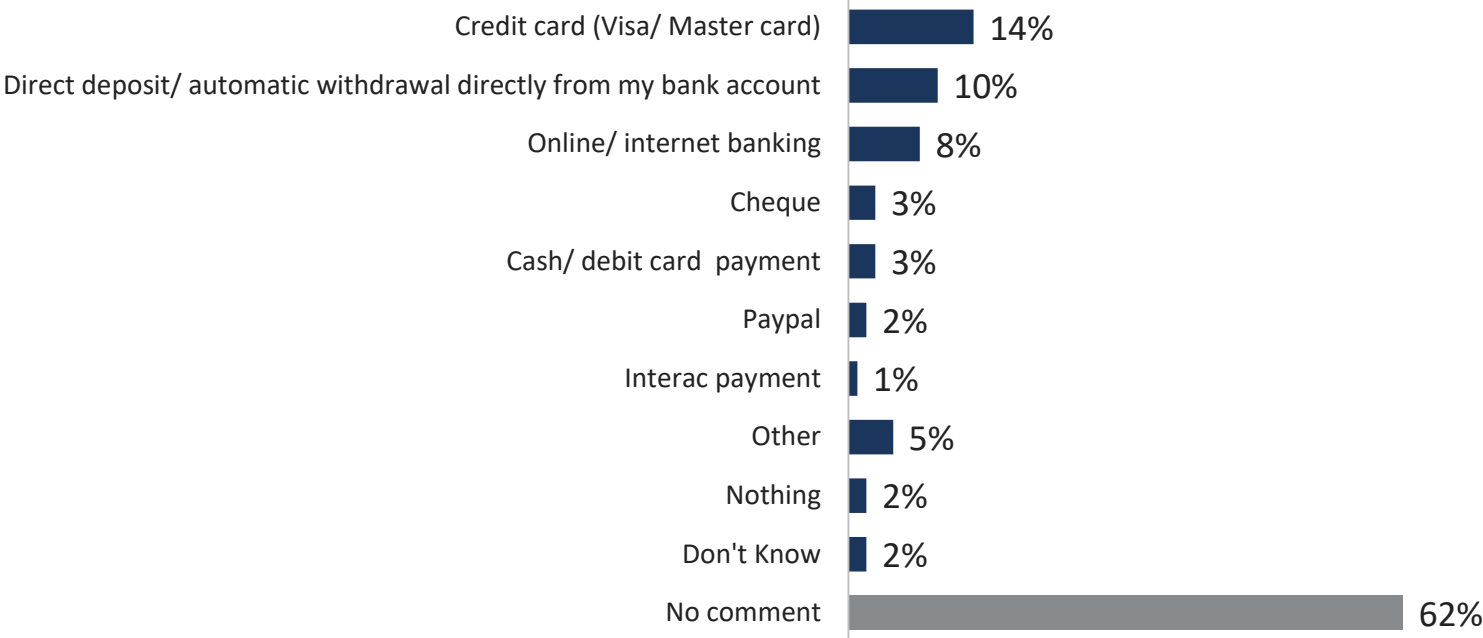
WOULD YOU PAY BY CREDIT CARD IF YOU WERE CHARGED A FEE?

- Among those who felt it was important to be able to pay by credit card, three-quarters (74%) indicate they wouldn't do so if they were charged a fee, while two in ten (18%) would and one in ten (8%) don't know.



OTHER PAYMENT OPTIONS UNDER CONSIDERATION

- When asked about other payments options consumers might be interested in most provided no response. Among those who did, credit card (14%) was the most common mention, followed by direct deposit (10%) or online/ internet banking (8%).



† open ended measures are grouped into common responses and broader themes



ARREARS PAYMENT AGREEMENTS

SECTION E

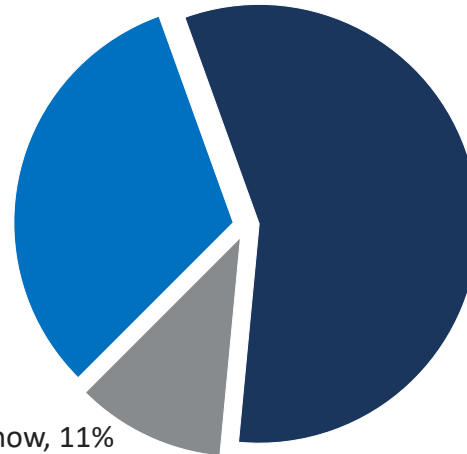


ARREARS PAYMENT AGREEMENT

- Nearly six in ten (57%) residential consumers feel that utilities should have flexibility to negotiate individual plans with residential customers based on their situation, while one-third (32%) feel they should be required to offer an OEB-mandated APA to all residential customers who are unable to pay their bills. One in ten (11%) don't know.
- When asked for additional input most did not provide comment. Among the few who did, the most common mentions include that APAs should be made affordable for low income clients.

Current customer service rules stipulate that if a residential customer has been unable to pay their bills and has outstanding amounts owing, the energy utility gives them the chance to go on a payment plan known as an Arrears Payment Agreement (APA). An APA takes the outstanding amount owing and spreads it out over a period of time rather than having it due all at once. The customer still needs to pay their regular bill amount together with the APA amount until the arrears are paid off.

Utilities should be required to offer an OEB-mandated APA to all residential customers who are unable to pay their bills, 32%

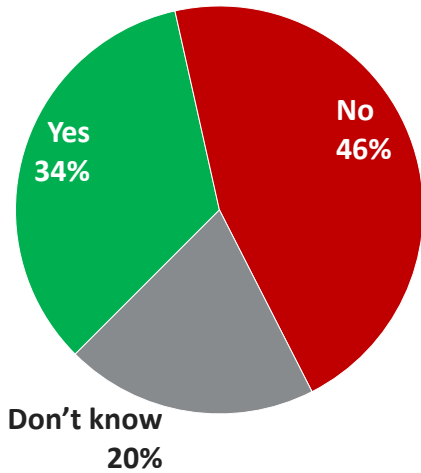


Utilities should have the flexibility to negotiate individual plans with their residential customers based on their situation that may differ from the OEB-mandated APA, 57%

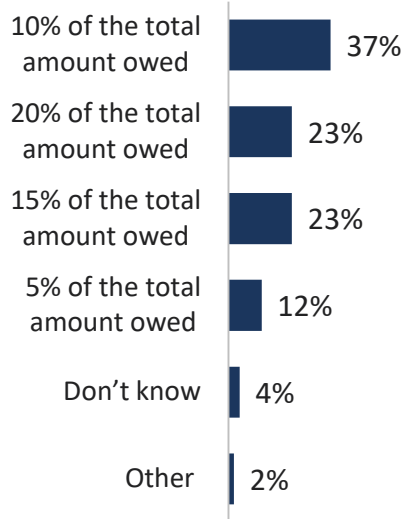
SHOULD UTILITIES BE ALLOWED TO ASK FOR DOWN PAYMENT AS PART OF APA?

- Nearly half (46%) of residential consumers feel that energy utilities should not be allowed to ask residential customers for a down payment as part of the APA, while one-third (34%) feel they should be allowed and two in ten (20%) don't know. Among those who feel utilities should be allowed, most (37%) think that 10% of the total owed would be a reasonable down payment, followed by two in ten who think 20% of the total amount owed (23%) or 15% of the total owed (23%) is reasonable. When asked specifically about low-income consumers, most (37%) felt that 5% of the total amount owed is reasonable followed by three in ten (29%) who said 10% of the amount owed.

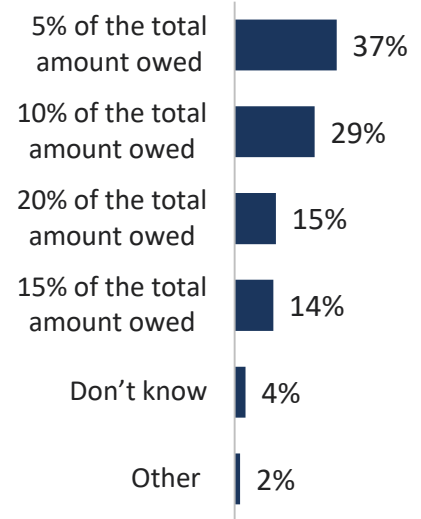
SHOULD A DOWN PAYMENT BE ALLOWED FOR APA PLANS?



WHAT IS A REASONABLE DOWN PAYMENT FOR YOU?



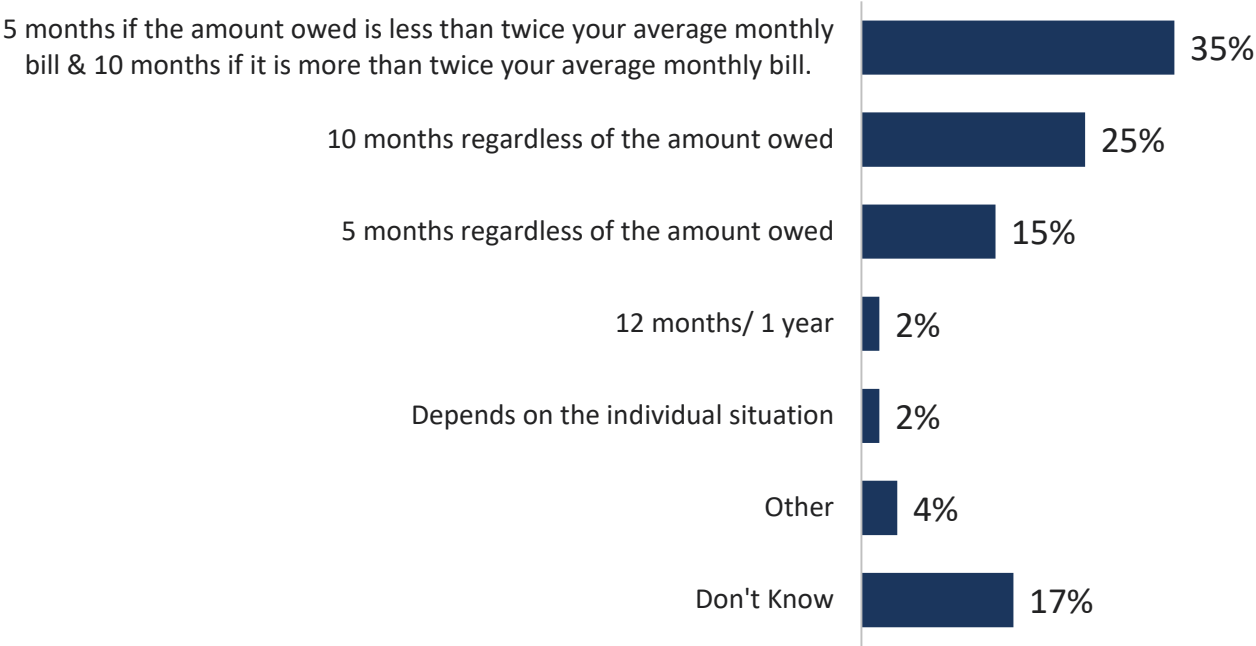
WHAT IS A REASONABLE DOWN PAYMENT FOR LOW-INCOME?



Q58. Should energy utilities be allowed to ask residential customers for a down payment as part of the APA? Base: Residential customers (n=602)/ Q59. What would be a reasonable down payment requirement as part of the APA to you? Base: Residential customers who feel energy utilities can ask for down payment (n=203)/ Q60. What would be a reasonable down payment requirement as part of the APA for low-income customers? Base: Residential customers who feel energy utilities can ask for downpayment (n=203)

WHAT IS A REASONABLE REPAYMENT PERIOD?

- At nearly four in ten (35%), residential consumers are most likely to think that a reasonable repayment period would be 5 months if the amount owed is less than twice your average monthly bill & 10 months if it is more than twice your average monthly bill, followed by one quarter (25%) who feel 10 months regardless of the amount owed is reasonable and around one in ten (15%) who feel 5 months is reasonable.



WHAT IS A REASONABLE REPAYMENT PERIOD FOR LOW-INCOME CUSTOMERS?

- When asked specifically about low-income consumers, opinions are mixed with three in ten (29%) who feel a reasonable repayment period would vary based on the proportion of the amount owed to the customer's average monthly bill, while two in ten (21%) feel 12 months regardless of the amount is reasonable and around one in ten either 8 months (14%) or 16 months (13%) regardless of the amount. Two in ten (18%) didn't know.

8 months if the amount owed is equal or less than twice the customer's average monthly bill, 12 months if the amount owed is more than twice but less than or equal to 5 times the customer's average monthly bill, and 16 months if the amount owed is more than 5 times the customer's average monthly bill.

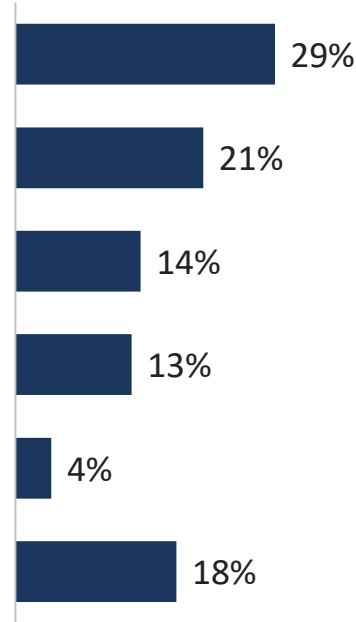
12 months regardless of the amount

8 months regardless of the amount

16 months regardless of the amount

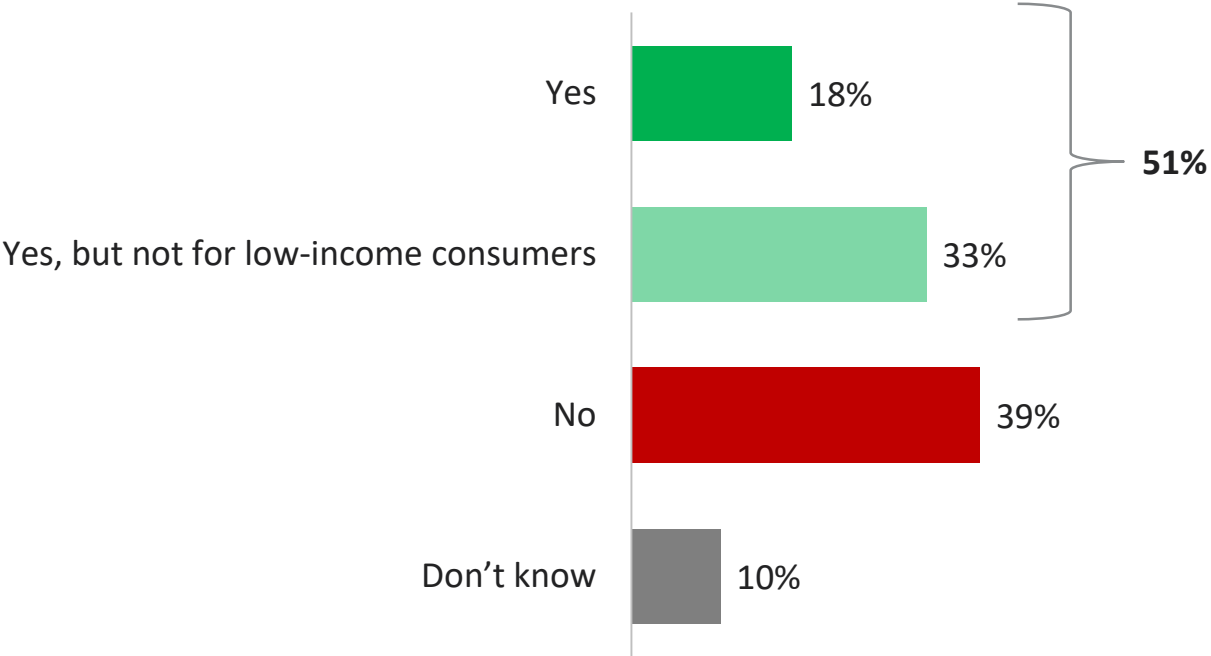
Other

Don't know



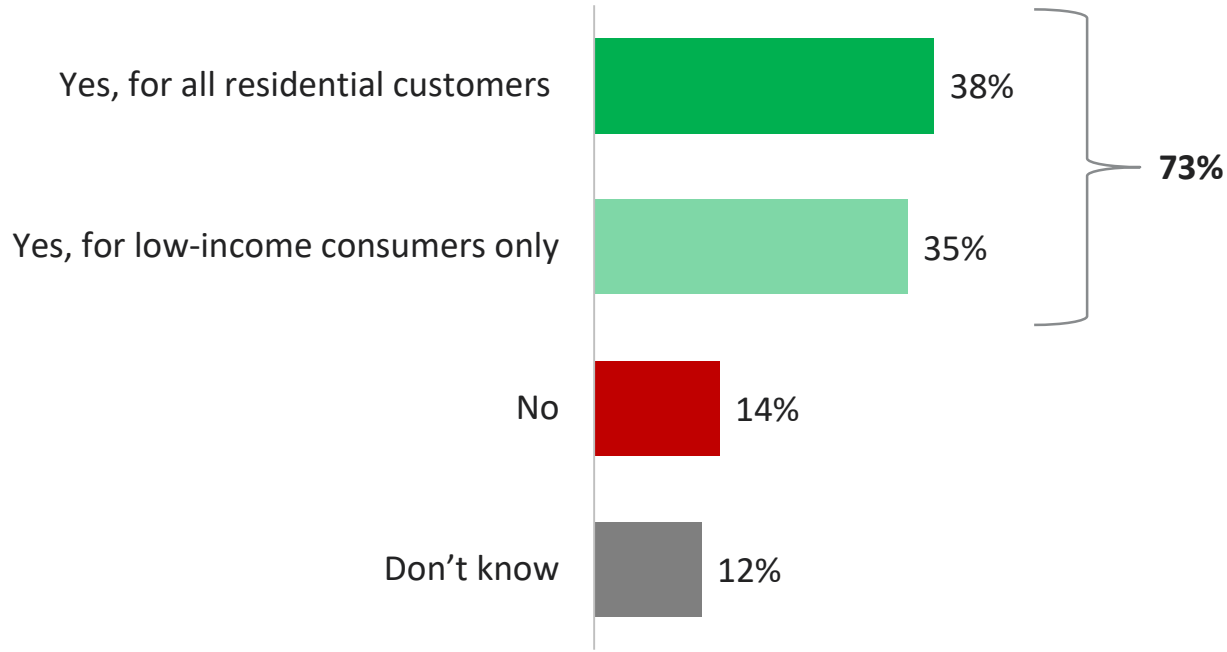
SHOULD UTILITIES BE ALLOWED TO APPLY LATE PAYMENT CHARGES UNDER AN APA?

- Opinions are mixed towards the application of late payment charges under an APA. Half of consumer (51%) feel that utilities should continue to apply late payment charges to the amount owed under the APA, of which one-third (33%) feel it should apply but not for low-income consumers. Four in ten (39%) do not feel utilities should continue to do this at all while one in ten (10%) don't know.



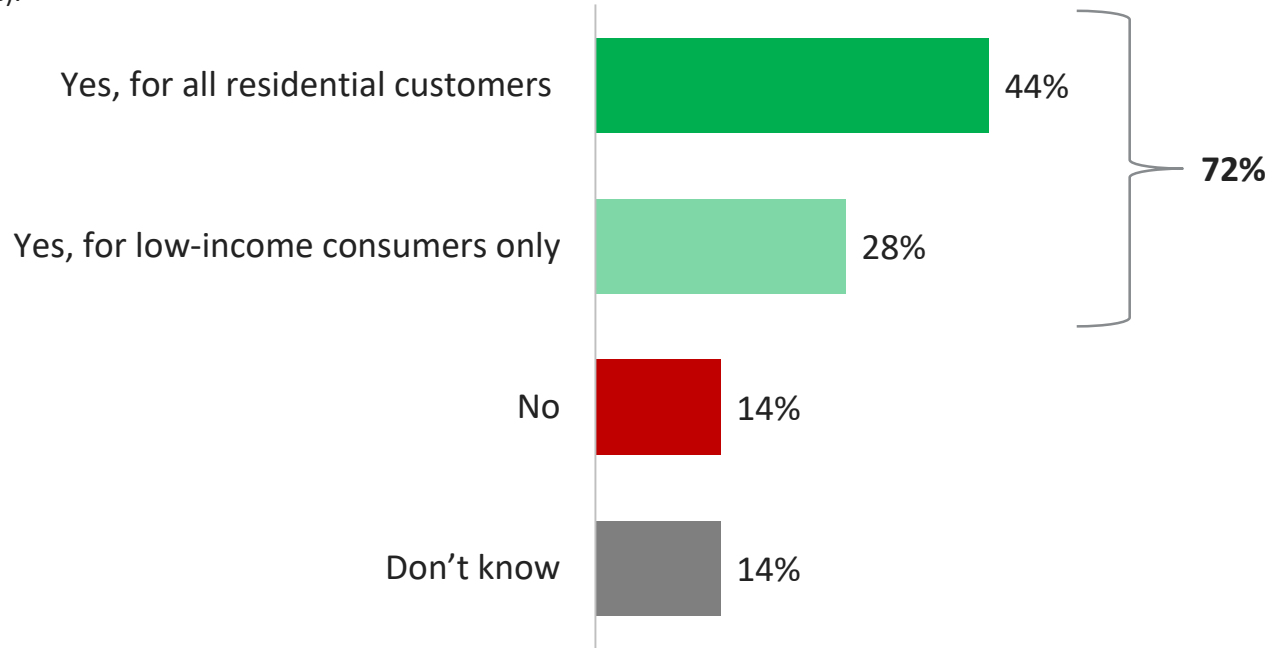
SHOULD LATE CHARGES BE WAIVED FOR CUSTOMERS WHO ENTERS AN APA?

- Three quarters (73%) of residential consumers feel that late payment charges on outstanding arrears should be waived for a customer who enters an APA, of which nearly four in ten (38%) think this should be the case for all residential customers while slightly fewer (35%) think they should be waived only for low-income consumers. Around one in ten think it should not be waived (14%) or that they don't know (12%).



SHOULD COLLECTION CHARGES BE WAIVED FOR CUSTOMERS WHO ENTER AN APA?

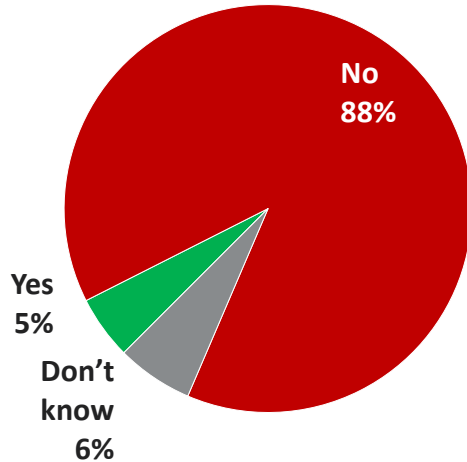
- More than seven in ten (72%) residential consumers feel that collection charges owed to the energy utility should be waived for a customer who enters an APA, of which more than four in ten (44%) think it should be waived for all residential customers, while nearly three in ten (28%) think this should only apply for low-income consumers. Around one in ten think it should not be waived (14%) or that they don't know (14%).



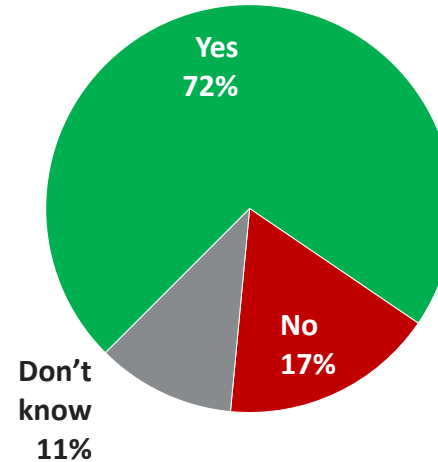
HAVE YOU EVER ENTERED INTO AN APA WITH YOUR ELECTRICITY UTILITY?

- Nine in ten (88%) consumers have never entered into an APA with their electricity utility, five percent have (5%) or don't know (6%). Of those who have entered into an APA, three quarters (72%) successfully completed it, while fewer than two in ten (17%) did not and one in ten (11%) don't know.

HAVE YOU EVER ENTERED INTO AN APA? (ELECTRICITY)



DID YOU SUCCESSFULLY COMPLETE THE APA?



Q66. Have you ever entered into an APA with your electricity utility? Base: Residential customers answering (n=598)

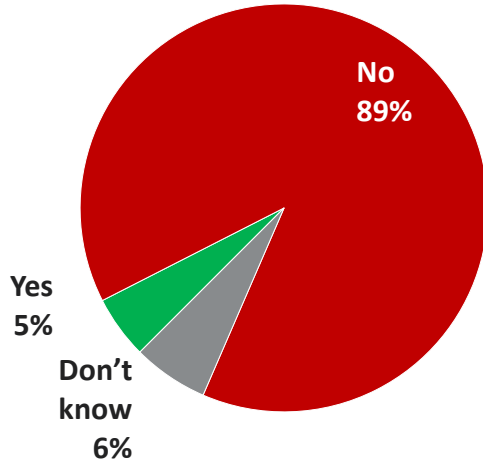
Q67. Did you complete the APA successfully? Base: Residential customers who entered into an APA with electrical utility (n=31*)

Q68. Why did you not complete the plan successfully? Base: Residential customers who did not successfully complete APA (n=5**)

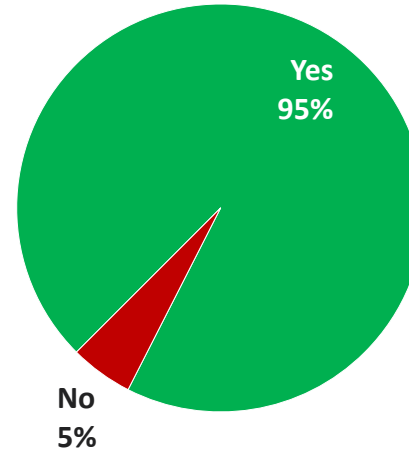
HAVE YOU EVER ENTERED INTO AN APA WITH YOUR GAS UTILITY?

- Nine in ten (89%) natural gas consumers have never entered into an APA with their natural gas utility, five percent have (5%) or don't know (6%). Of those who have entered into an APA, three quarters (95%) successfully completed it, while five percent (5%) did not.

HAVE YOU EVER ENTERED INTO AN APA ? (NATURAL GAS)



DID YOU SUCCESSFULLY COMPLETE THE APA?



Q69. Have you ever entered into an APA with your natural gas utility? Base: Residential customers with natural gas service at home (n=432)

Q70. Did you complete the APA successfully? Base: Residential customers who entered into APA with natural gas utility (n=20**)

Q71. Why did you not complete the APA successfully? Base:



DISCONNECTION OF SERVICE FOR NONPAYMENT

SECTION F

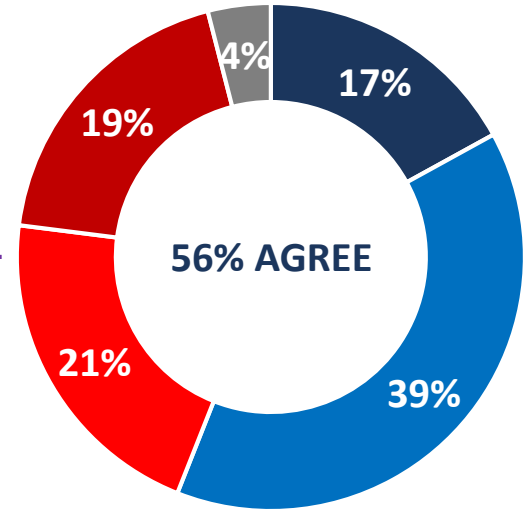


DISCONNECTION OF SERVICE FOR NONPAYMENT

- over half (56%) of residential consumers agree that energy utilities should be allowed to disconnect service to customers who do not pay their bills, of which four in ten (39%) somewhat agree and around two in ten (17%) strongly agree. Four in ten (40%) either somewhat disagree (21%) or strongly disagree (19%).
- When asked for additional input most did not provide comment. Among the few who did, the most common include the desire to be flexible with customers or to investigate the reason for non-payment.

Generally, current customer service rules allow energy utilities to disconnect services to customers failing to pay overdue amounts owed to the utility such as security deposits, energy used or repayment of outstanding arrears.

Energy utilities must pay for the energy they deliver and the cost of delivery regardless of whether customers pay their bills. Along with other measures, such as security deposits, disconnecting properties for non-payment helps reduce utilities' bad debt caused by some customers that don't pay their bills, which may then need to be recovered from other customers.



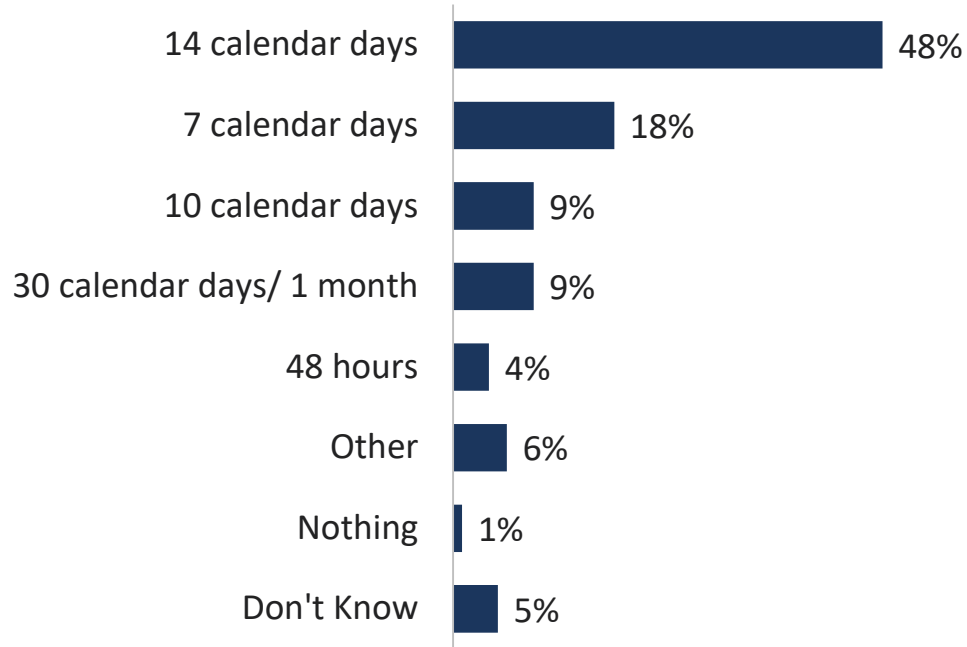
■ STRONGLY AGREE ■ SOMEWHAT AGREE ■ SOMEWHAT DISAGREE ■ STRONGLY DISAGREE ■ DON'T KNOW

Q74. Indicate whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that energy utilities should be allowed to disconnect service to customers who do not pay their bills?

Base: Residential customers (n=602)

REASONABLE AMOUNT OF NOTICE BEFORE DISCONNECTION

- Nearly half (48%) of residential consumers indicate that 14 calendar days is a reasonable notice period before disconnecting energy service customers, followed by two in ten (18%) who feel 7 calendar days is reasonable. Fewer than one in ten select any of the remaining options.



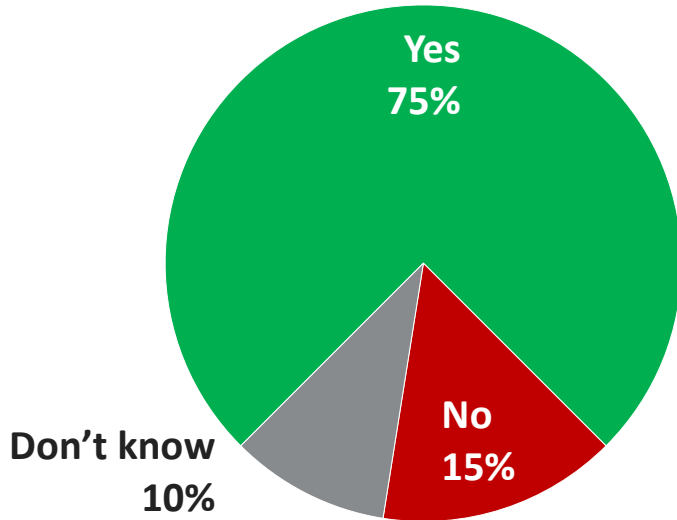
Q75. Energy utilities are required to provide advance notice before disconnecting energy service customers. What do you think is a reasonable notice period for a residential customer?

Base: Residential customers (n=602)

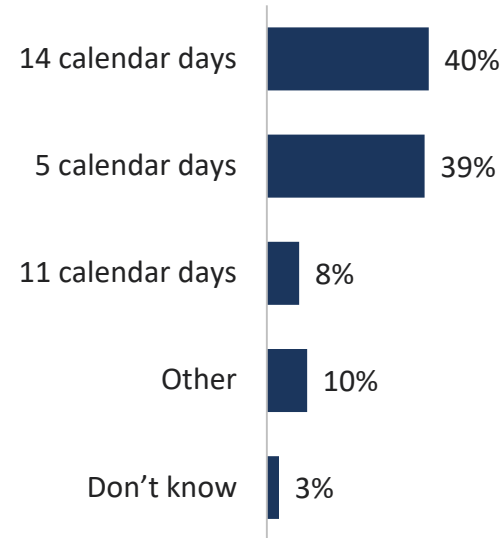
PERIOD OF TIME BEFORE DISCONNECTION CAN OCCUR

- Three quarters (75%) of residential consumers feel there should be a specified period of time in which the disconnection can take place, while just over one in ten (15%) feel their should not be and one in ten (10%) don't know. Of those who feel their should be such a period, consumers are evenly split between thinking that 14 calendar days (40%) or 5 calendar days (39%) is a reasonable period for the disconnection to take place.

SPECIFIED PERIOD OF TIME FOR DISCONNECTION?



REASONABLE PERIOD OF TIME IN WHICH THE DISCONNECTION CAN TAKE PLACE

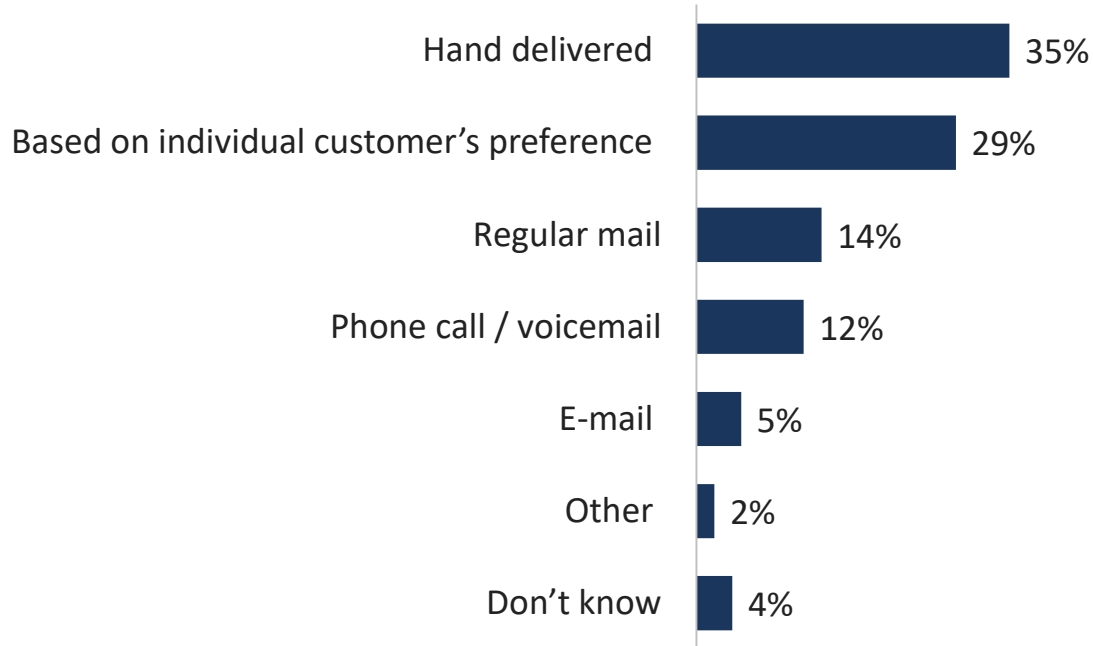


Q77. Once the disconnection notice period for a residential customer has passed, should there be a specified period of time in which the disconnection can take place so customers know when the disconnection can occur? Base: Residential customers (n=602)

Q78. What would be a reasonable period of time in which the disconnection can take place after the expiry of the notice period to residential customers? Base: Residential customers who believe there should be a set disconnection period (n=457)

PREFERRED METHOD OF DELIVERING DISCONNECTION NOTICE

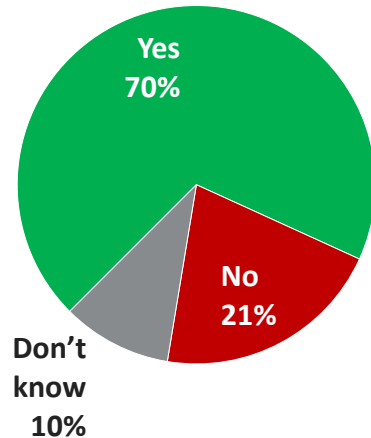
- Around one third (35%) of residential consumers feel that disconnection notices should be hand delivered, while three in ten (29%) feel it should be based on the customer's preference and fewer prefer regular mail (14%) or a phone call (12%).



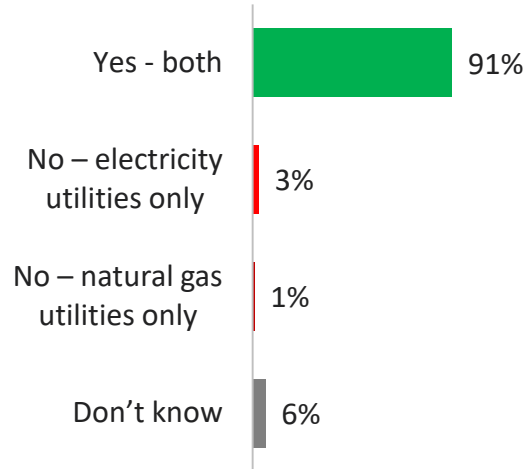
SHOULD THERE BE EXEMPTION PERIODS?

- Seven in ten (70%) residential consumers feel there should be specific periods when energy utilities should not be allowed to disconnect customers, while two in ten (21%) say their should not be and one in ten (10%) don't know. At nine in ten (91%), the vast majority think these periods should be the same for both electricity and natural gas and when asked to indicate at which time disconnections should not be able to occur, by far the most common response is during winter.

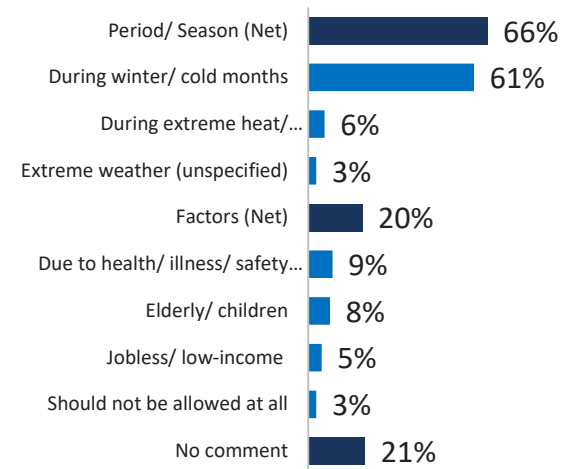
SHOULD THERE BE EXEMPTION PERIODS?



SAME FOR BOTH ELECTRICITY AND NATURAL GAS?



WHAT SPECIFIC TIME PERIODS?†



Q83. Are there any specific times or periods where you feel energy utilities should not be allowed to disconnect customers? Base: Residential customers (n=602)

Q84. Should the same times or periods apply for both electricity and natural gas customers? Base: Residential customers (n=602)

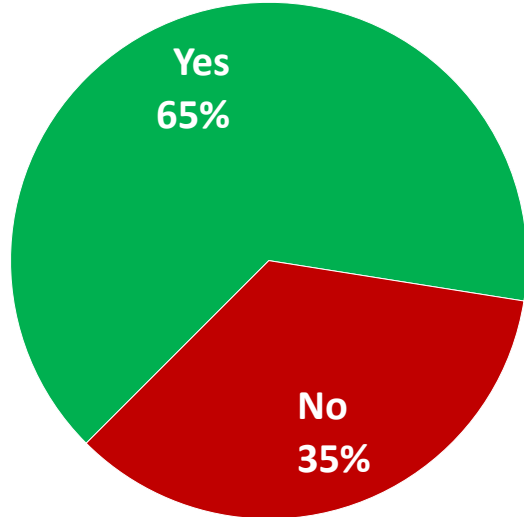
Q85. Explain what specific periods and why you feel energy utilities should not be allowed to disconnect during those times. Base: Residential customers who believe there specific times when disconnection should not be allowed (n=427)

† open ended measures are grouped into common responses and broader themes

SHOULD CERTAIN CUSTOMER GROUPS BE EXEMPT?

- Two-thirds (65%) of consumers feel there are specific groups of people who shouldn't be allowed to be disconnected, of which the most common mentioned are the elderly (43%), followed by persons with disabilities (21%) or low income households (21%).

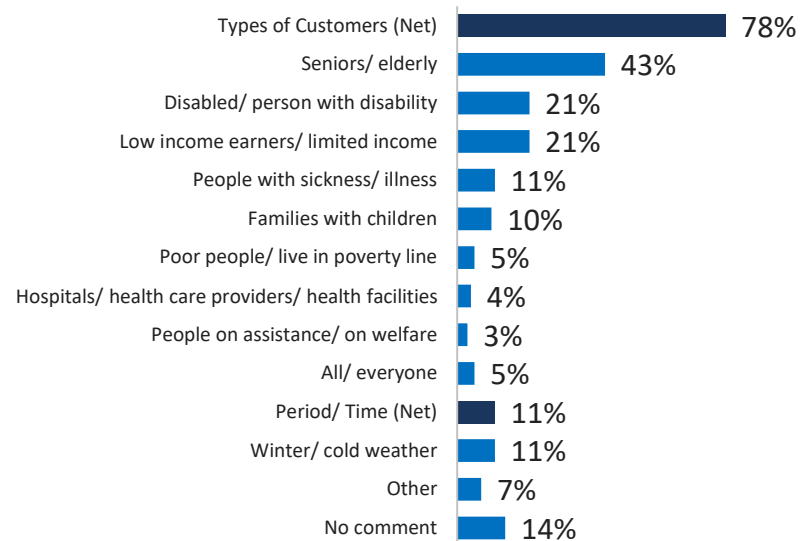
SHOULD CERTAIN GROUPS BE EXEMPT?



Q86. Are there any of customers that you feel energy utilities should not be allowed to disconnect? Base: Residential customers (n=602)

Q87. Specify the types of customers groups and the period(s) during which they should not be disconnected. Base: Residential customers who believe there are types of customers who should not be disconnected (n=393)

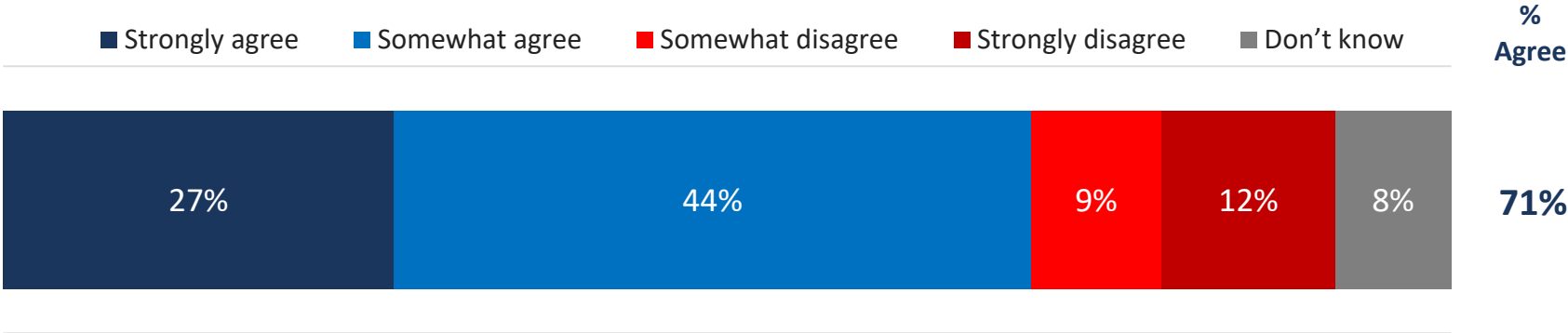
WHICH TYPES OF CUSTOMERS?†



<3% not shown

INSTALLATION OF DEVICE TO LIMIT USAGE VS. DISCONNECTION IN WINTER

- At seven in ten (71%), the vast majority agree that in the winter, instead of fully disconnecting residential customers, electricity utilities should install devices to limit their usage, of which nearly three in ten (27%) strongly agree and more than four in ten (44%) somewhat agree. Two in ten either strongly disagree (12%) or somewhat disagree (9%), while one in ten (8%) don't know.



Q88. Indicate whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that, in the winter, instead of fully disconnecting residential customers, electricity utilities should install devices to limit their usage.

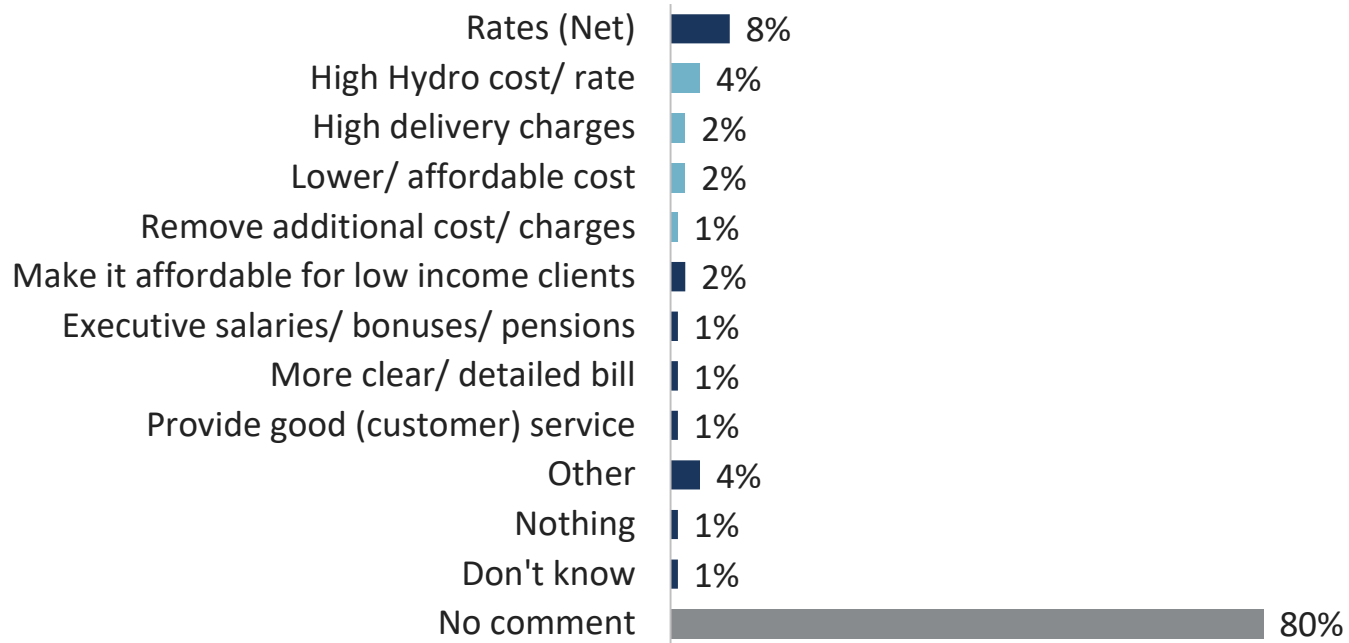
Base: Residential customers (n=602)



OTHER CUSTOMER SERVICE ISSUES

OTHER CUSTOMER SERVICE RELATED ISSUES

- Most residential consumers chose not provide a comment. Of those who did concerns about rates were the most common including comments about the high cost, high delivery charges or the need for lower more affordable rates.





APPENDIX A
**RESPONDENT
PROFILE**

RESPONDENT PROFILE

TOTAL		TOTAL	
Age		Rent or own home/ business property	
18-34	12%	Home/ property owner	83%
35-54	40%	Tenant	17%
55+	48%	Don't know	-
Gender		Use natural gas for home/ business	
Male	50%	Yes	72%
Female	50%	No	27%
Region		Don't know	1%
Eastern ON	16%	Natural gas utility company	
Central ON	11%	Enbridge Gas	56%
Southwestern ON	19%	Union Gas	41%
GTA 416	21%	Natural Resource Gas	1%
GTA 905	26%	Kitchener Utilities	2%
Northern ON	7%	Utilities Kingston	1%
		Don't know	-

RESPONDENT PROFILE ...continued

	TOTAL
Number of people in household	
1	19%
2	38%
3	23%
4	13%
5	5%
6+	1%
Household income	
\$28,000 or less	8%
\$28,001 - \$39,000	7%
\$39,001 - \$48,000	7%
\$48,001 - \$52,000	4%
\$52,001 - \$75,000	17%
\$75,001 - \$100,000	19%
\$100,001 or more	28%
Prefer not to answer	11%

	TOTAL
Primary source of heat	
Electricity	23%
Natural gas	67%
Propane	1%
Oil	3%
Wood	2%
Other	1%
Don't know	1%
Member of Indigenous communities in household	
Inuit	1%
Métis	2%
First Nations	3%
None of the above	95%



APPENDIX B

PUBLIC SURVEY DETAILED RESULTS

SECTION A



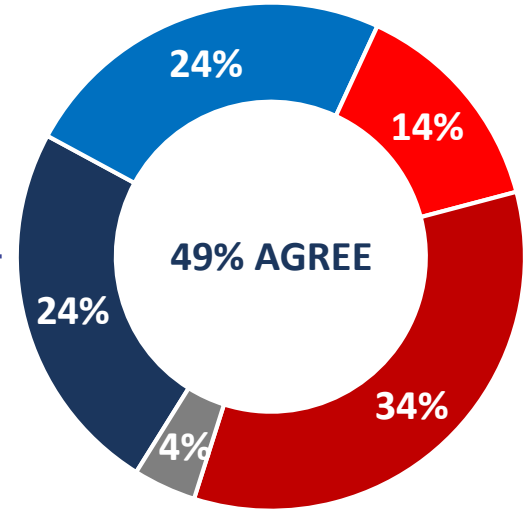
SECURITY DEPOSIT

- Half (49%) of public survey respondents feel that energy utilities should be allowed to ask for security deposits. One quarter strongly agree (24%) or somewhat agree (24%), while one-third strongly disagree (34%) and around one in ten somewhat disagree (14%).
- When asked for additional input most did not provide comment. Among the few who did, most comments were about using it to cover unpaid bills or not agreeing with the premise of a security deposit.

Current customer service rules stipulate that energy utilities may ask customers for a security deposit when the customer has no payment history with the utility.

Customers that have a poor payment history, or fail to show the utility a satisfactory credit history may also be asked for a security deposit. Energy utilities must pay for the energy they deliver and the cost of delivery regardless of whether customers pay their bills.

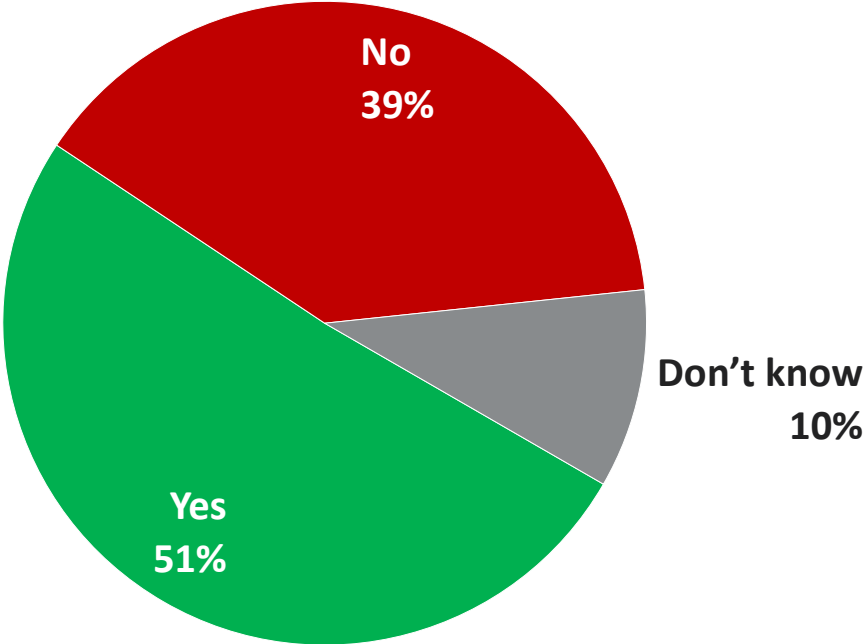
Security deposits help reduce utilities' bad debt caused by some customers that don't pay their bills, a cost which may then be recovered from other customers.



■ STRONGLY AGREE ■ SOMEWHAT AGREE ■ SOMEWHAT DISAGREE ■ STRONGLY DISAGREE ■ DON'T KNOW

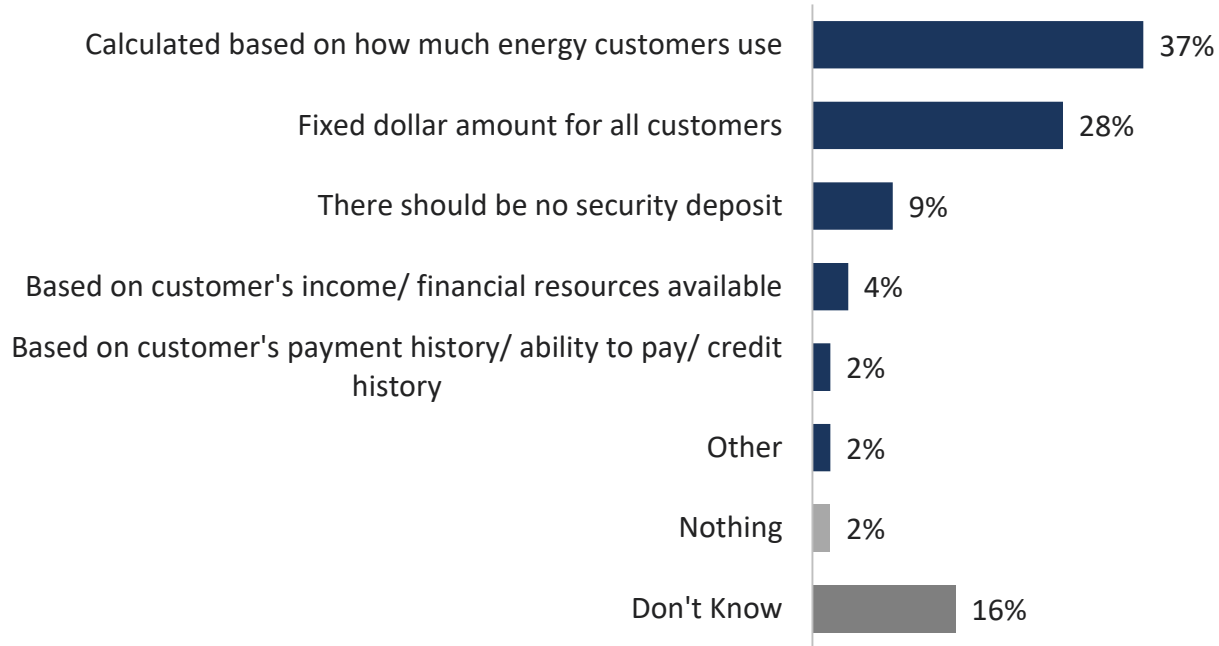
SHOULD LOW-INCOME CUSTOMERS BE EXEMPT FROM SECURITY DEPOSITS?

- Half (51%) of public survey respondents feel that low-income consumers should be exempt from having to pay security deposits, while four in ten (39%) think they should not be and one in ten (10%) don't know.



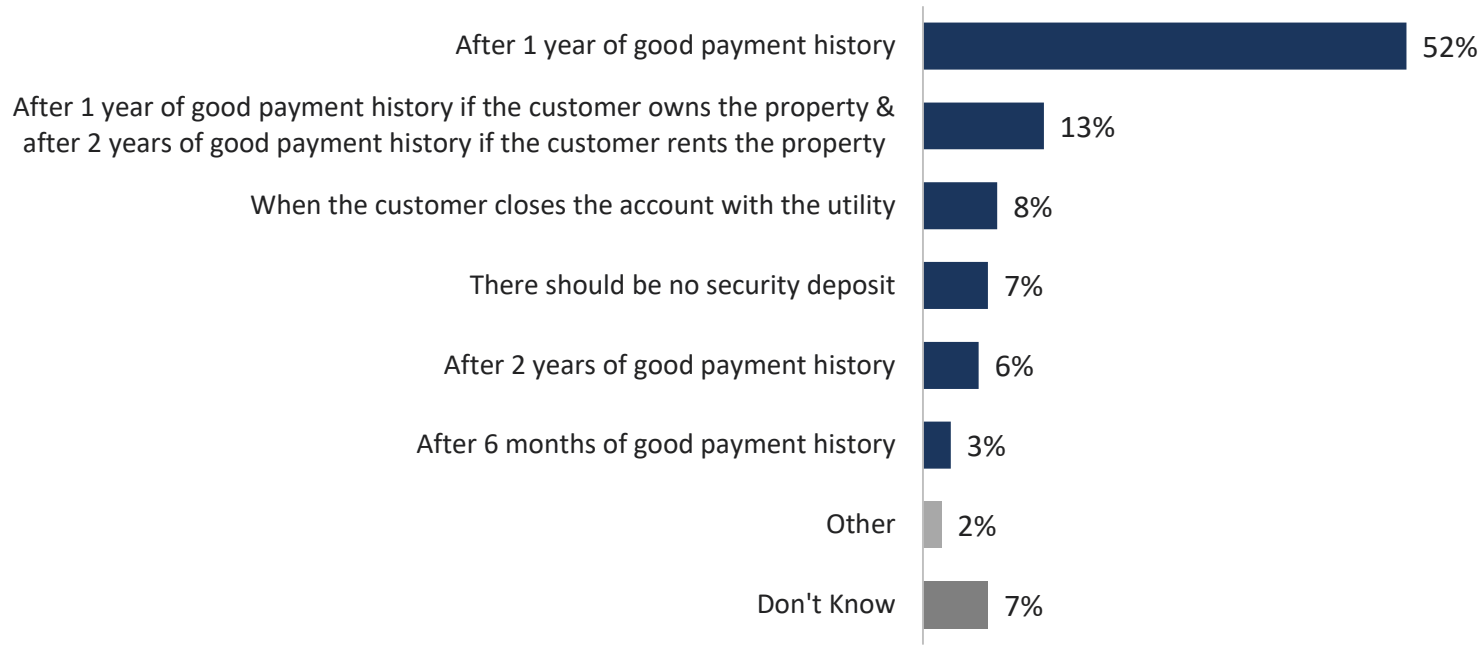
PREFERRED METHOD FOR CALCULATING SECURITY DEPOSITS

- At nearly four in ten (37%), public survey respondents are most likely to think that security deposits should be calculated based on how much energy customers use, followed by three in ten (28%) who want it to be a fixed dollar amount for all customers. One in ten (9%) feel there should be no security deposit, while fewer select any of the other methods of calculation.



PREFERRED TIMEFRAME FOR RETURN OF SECURITY DEPOSITS

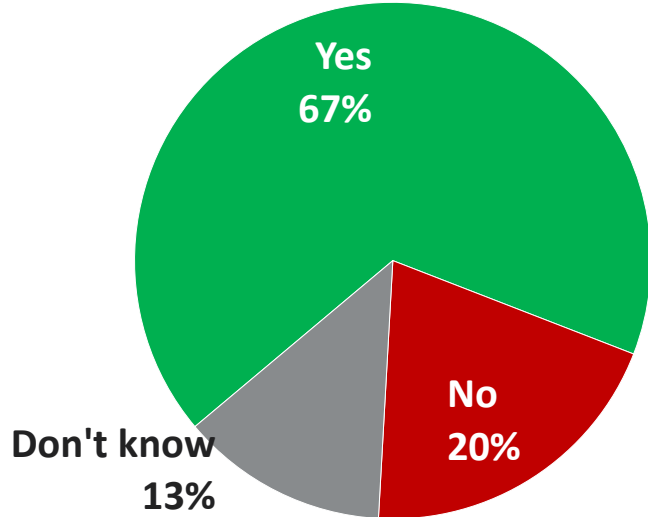
- The majority (52%) of public survey respondents feel that the security deposit should be returned to the customer after 1 year of good payment history. Around one in ten (13%) feel it should be returned after 1 year of good payment history if the customer owns the property and after 2 years if the customer rents the property, while fewer say when the customer closes the account (8%), that there should be no security deposit (7%) or after 2 years good payment history (6%).



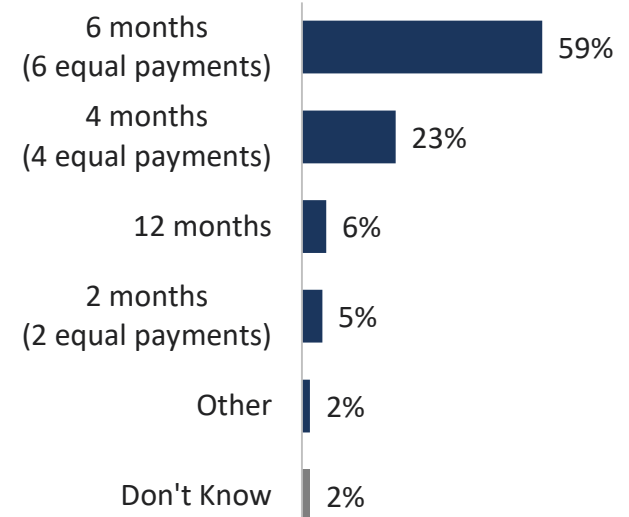
SHOULD SECURITY DEPOSITS BE ALLOWED TO BE PAID IN INSTALMENTS?

- Two thirds (67%) of public survey respondents think that residential customers should be allowed to pay security deposits in equal instalments, while two in ten (20%) don't and around one in ten (13%) don't know. Among those who think it should be allowed, the majority (59%) feel 6 months is a reasonable time to pay followed by nearly one quarter (23%) who feel 4 months is reasonable, while few select any of the other options.

SHOULD THEY PAID IN INSTALLMENTS?



WHAT IS A REASONABLE TIME TO PAY?

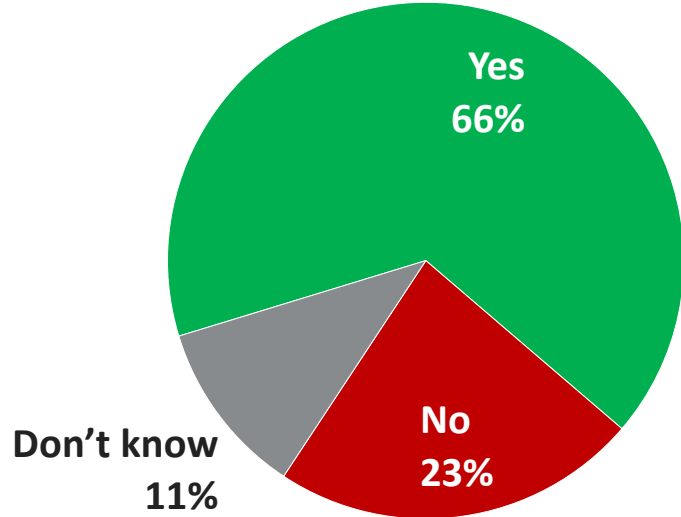


Q25. Should residential customers be allowed to pay security deposits (the amount is about 2.5 times the customer's average monthly bill) in equal installments? Meaning that they could spread-out the payment for a security deposit through a number of smaller payments. Base: Public survey respondents (n=2005)
Q26. What would be a reasonable amount of time to spread-out payments for a security deposit to you? Base: Public survey respondents who approve of paying security deposits in installments (n=1339)

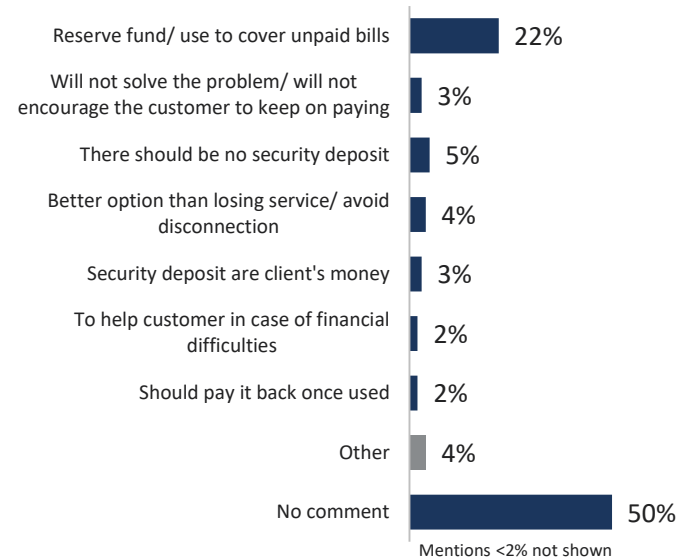
SHOULD SECURITY DEPOSITS BE USED TO PAY FOR AMOUNT OWING?

- Two thirds (66%) of public survey respondents agree that security deposits should be used to pay for any amount owing by the customer to avoid disconnection of service, while nearly one quarter (23%) do not feel it should be used for that purpose and one in ten (11%) don't know. The most common reason provided for why is that it would provide a reserve fund to cover unpaid bills, however most choose not to provide a comment.

SHOULD THEY BE USED FOR UNPAID BILLS?



WHY OR WHY NOT?



Q29. If a customer owes their utility money from unpaid bills, should security deposits be used to pay the energy utility for any amount owing by the customer to avoid disconnection of service and then require the customer to payback the security deposit? Base: Public survey respondents (n=2005)

Q30. Why or why not do you think that security deposits should be applied to money that was already owed to the energy utility? Base: Public survey respondents (n=2005)

SECTION B

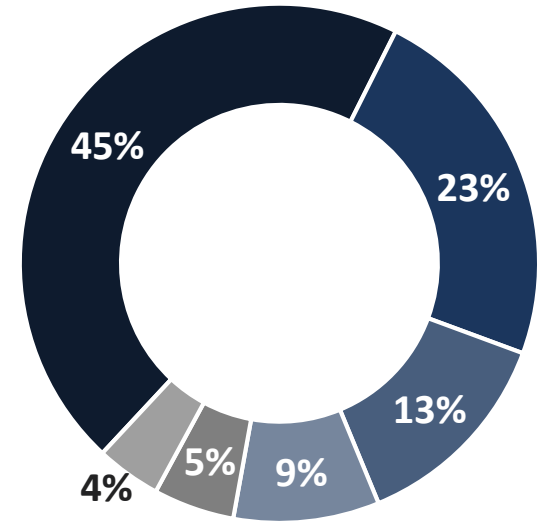


BILL DUE DATES & LATE PAYMENT CHARGES

- At more than four in ten (45%) the largest proportion of public survey respondents feel that 20 calendar days from when the bill was issued is a reasonable time to pay their energy bill, while nearly one quarter (23%) say 15 calendar days and one in ten 10 calendar days (9%) or 30 days (13%).
- When asked for additional input most did not provide comment. Among the few who did, the most common mentions include that dates should be flexible, that there should be no late payment charges or that payments should depend on a person's pay cycle.

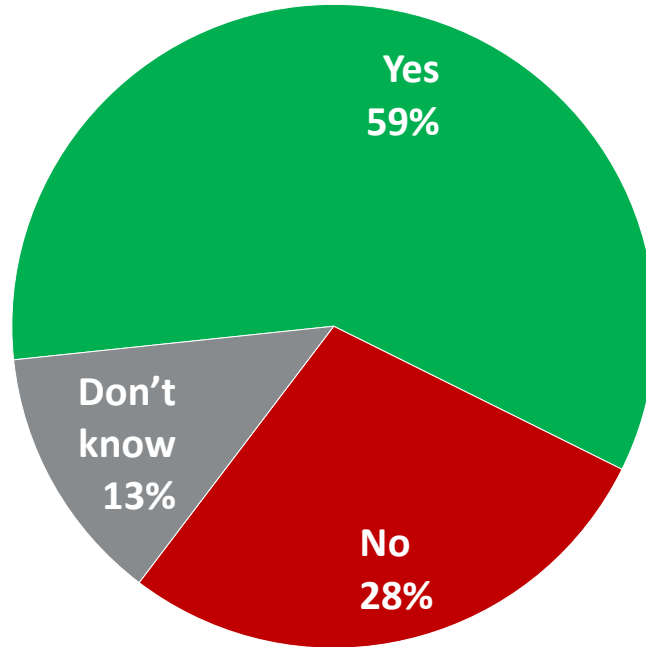
Current customer service rules stipulate that energy utilities must allow all customers a minimum amount of time to pay their bills. Those who do not pay by the bill due date may be charged a late payment penalty.

- 20 calendar days from the date the bill was issued
- 15 calendar days from the date the bill was issued
- 30 calendar days/one month from the issue date of the bill
- 10 calendar days for the date the bill was issued
- Other
- Don't Know



WOULD DUE DATE OPTIONS MAKE IT EASIER TO MANAGE PAYMENTS?

- At six in ten (59%), a majority of public survey respondents agree that being able to choose between 2 payment due dates (e.g. 1st of the month or 15th of the month) would make it easier to manage energy bill payments. Three in ten (28%) indicate that it would not make it easier, while around one in ten (13%) don't know.



SECTION C

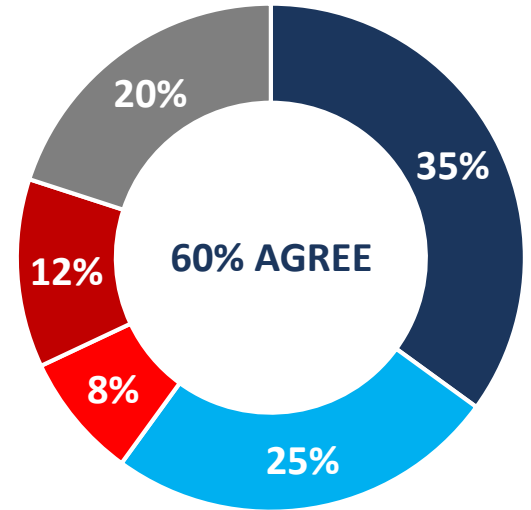


ALLOCATION OF PAYMENT

- Six in ten (60%) public survey respondents agree that all energy utilities should allocate payments to energy charges first, of which more than one third (35%) strongly agree and one quarter (25%) somewhat agree. Around one in ten somewhat disagree (12%) or strongly disagree (8%) while two in ten (20%) don't know.
- When asked for additional input most did not provide comment. Among the few who did, the most common mentions include that allocation of payments should be done equally or as a separate bill, that it should be applied to the oldest bill or that customers should decide.

Some energy utilities collect payments for other services like water or sewage by electricity distributors and water heaters by gas distributors. Combining the amounts for other services onto one bill can save utilities and consumers extra costs for billing.

If utilities allocate payments to energy charges first, they will not apply late payment charges or disconnect customers who have not been able to pay the full bill but paid enough to cover the energy charges. However, late payment charges and disconnection of other non-energy services that the utility is billing for may occur in this case.



■ STRONGLY AGREE ■ SOMEWHAT AGREE ■ SOMEWHAT DISAGREE ■ STRONGLY DISAGREE ■ DON'T KNOW

SECTION D

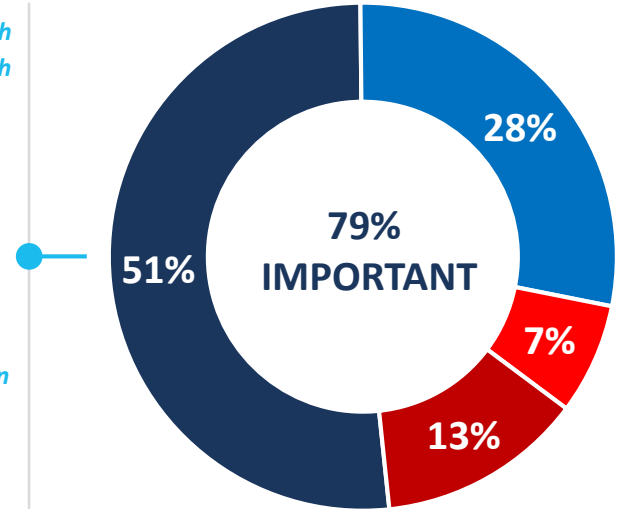


EQUAL MONTHLY PAYMENT/BILLING PLAN

- Eight in ten (79%) public survey respondents feel it is important to have equal payment and equal billing options, of which half (51%) feel it is very important and three in ten (28%) somewhat important. One in ten feel it is either only a little important (7%) or not at all important (13%).
- When asked for additional input most did not provide comment. Among the few who did, the most common mentions include that equal payment plans should be offered or that they allow flexibility / make it easier to budget.

The amount of energy you use can vary a lot from month to month. Paying the actual amount of energy used each month may be the best method for you. However, some customers prefer to spread their annual energy payments out evenly through the year. Any difference between the amount you paid each month and your actual costs will then be reconciled once a year.

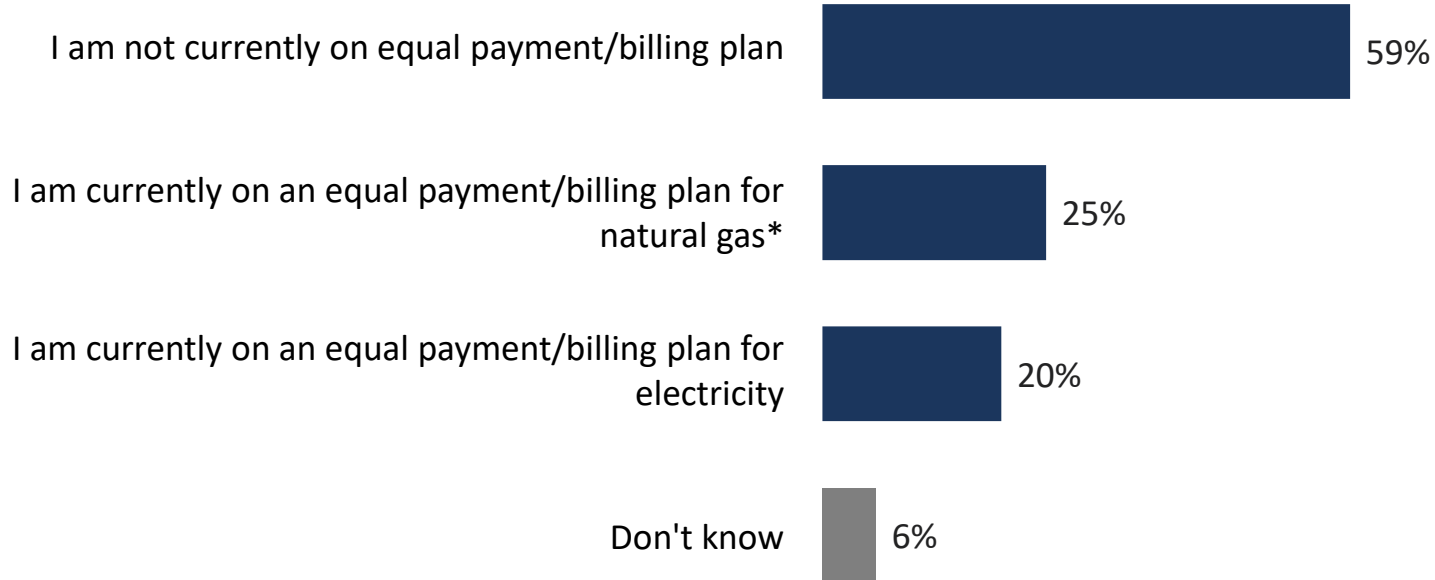
These plans are known as equal payment plan where equalized payment amount is automatically withdrawn from a customer's account with a financial institution on a monthly basis or equal billing plan where a bill is issued to a customer and the amount due in each bill is equalized over the billing periods in the year.



■ VERY IMPORTANT ■ SOMEWHAT IMPORTANT ■ ONLY A LITTLE IMPORTANT ■ NOT AT ALL IMPORTANT

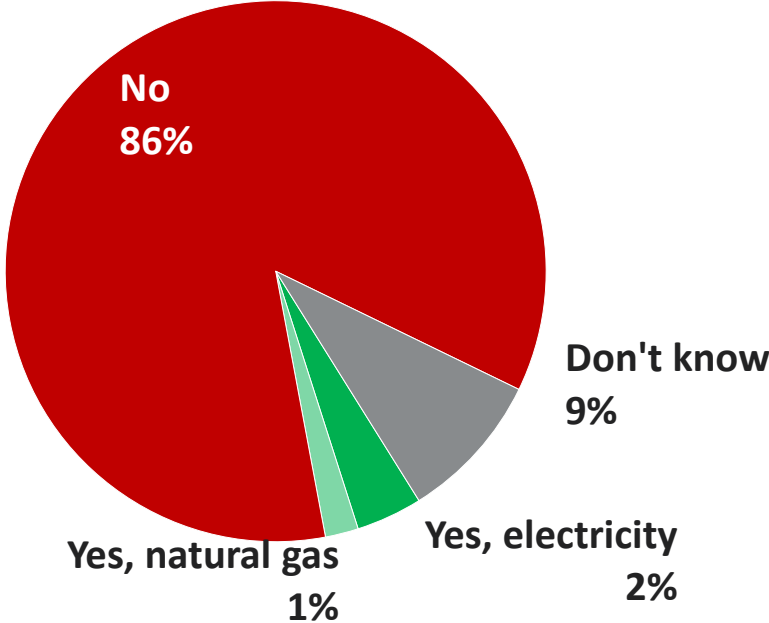
ARE YOU CURRENTLY ON A BILLING PLAN?

- At six in ten (59%), the majority of public survey respondents are not currently on an equal payment plan, while one quarter are for natural gas (25%) and slightly fewer are for electricity (20%).



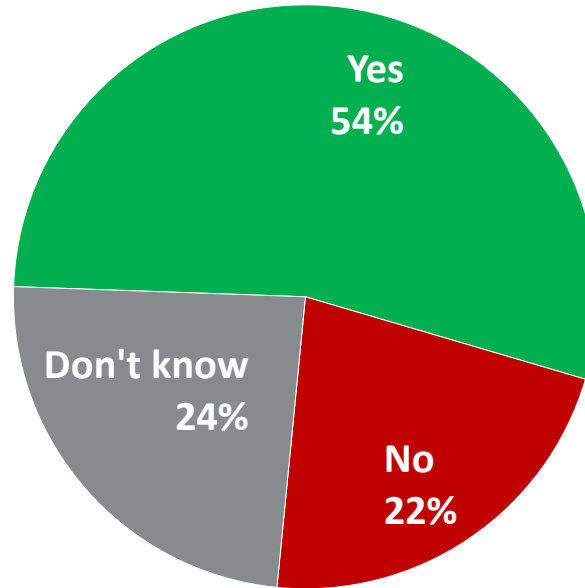
HAVE YOU EVER BEEN REFUSED AN EQUAL PAYMENT/ BILLING PLAN?

- Nearly nine in ten (86%) public survey respondents have never been refused an equal payment plan, while very few have for electricity (2%) or natural gas (2%) and one in ten (9%) don't know.



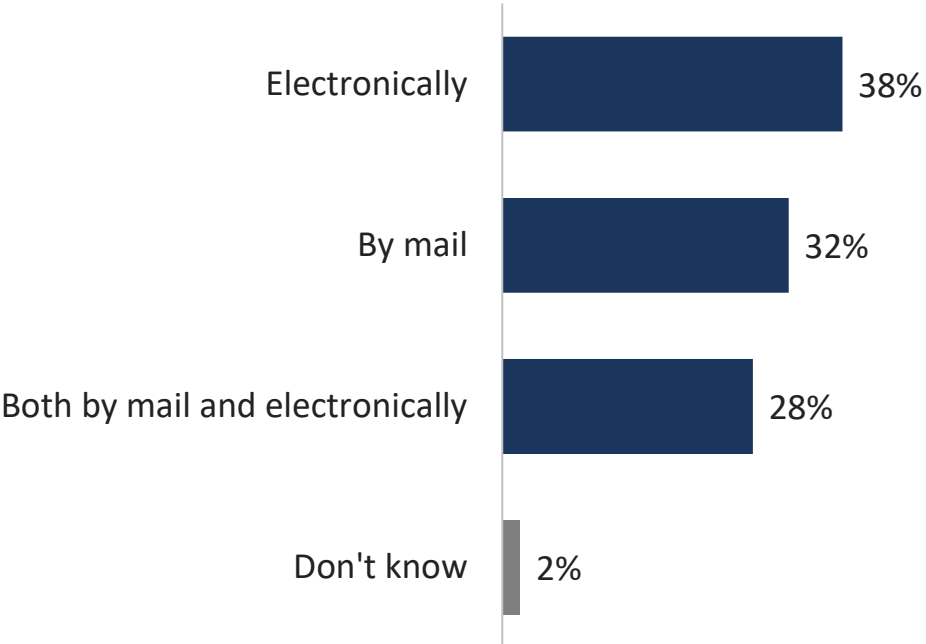
SHOULD EQUAL PAYMENT PLANS BE OFFERED TO CUSTOMERS UNDER CONTRACT FROM AN ELECTRICITY RETAILER/ GAS MARKETER?

- More than half (54%) of public survey respondents agree that energy utilities should offer equal payment / billing plans to customers who purchase energy from an electricity retailer and/or gas marketer under contract. Two in ten (22%) think they should not be able to, while one quarter (24%) don't know.



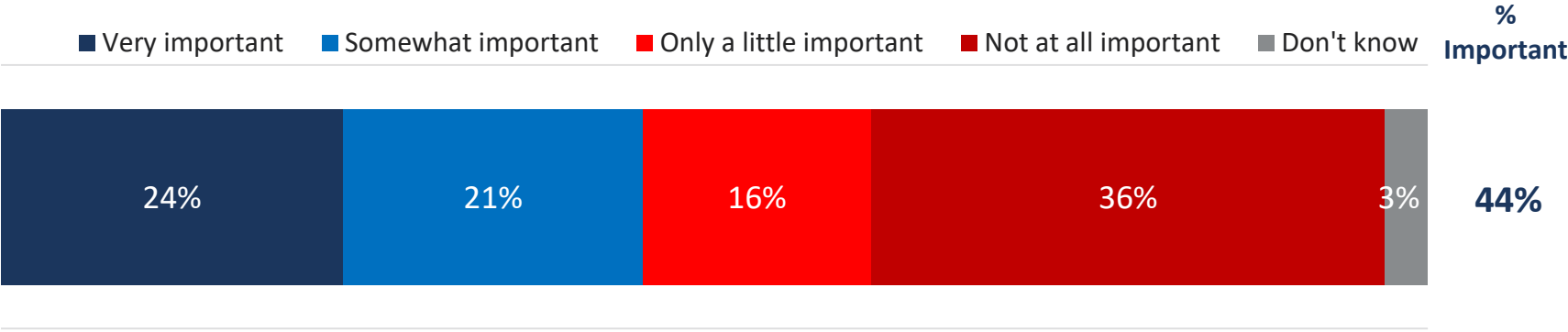
PREFERRED METHOD OF RECEIVING BILL

- At nearly four in ten (38%), public survey respondents are most likely to want to receive their bill electronically, followed by one third (32%) who would prefer by mail. Nearly three in ten (28%) would prefer to receive it both by mail and electronically.



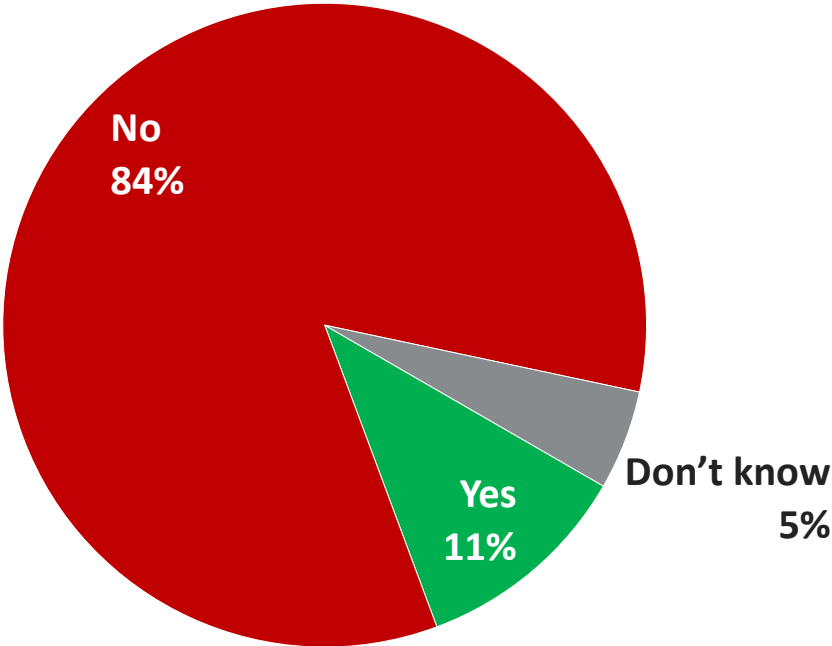
IMPORTANCE OF PAYING WITH CREDIT CARDS

- Just over four in ten (44%) feel it is important to be able to pay their energy bills by credit card, of which one quarter feel it is very important (24%) and two in ten (21%) somewhat important. Nearly four in ten (36%) think it is not at all important to them, while fewer than two in ten (16%) say it is only a little important.



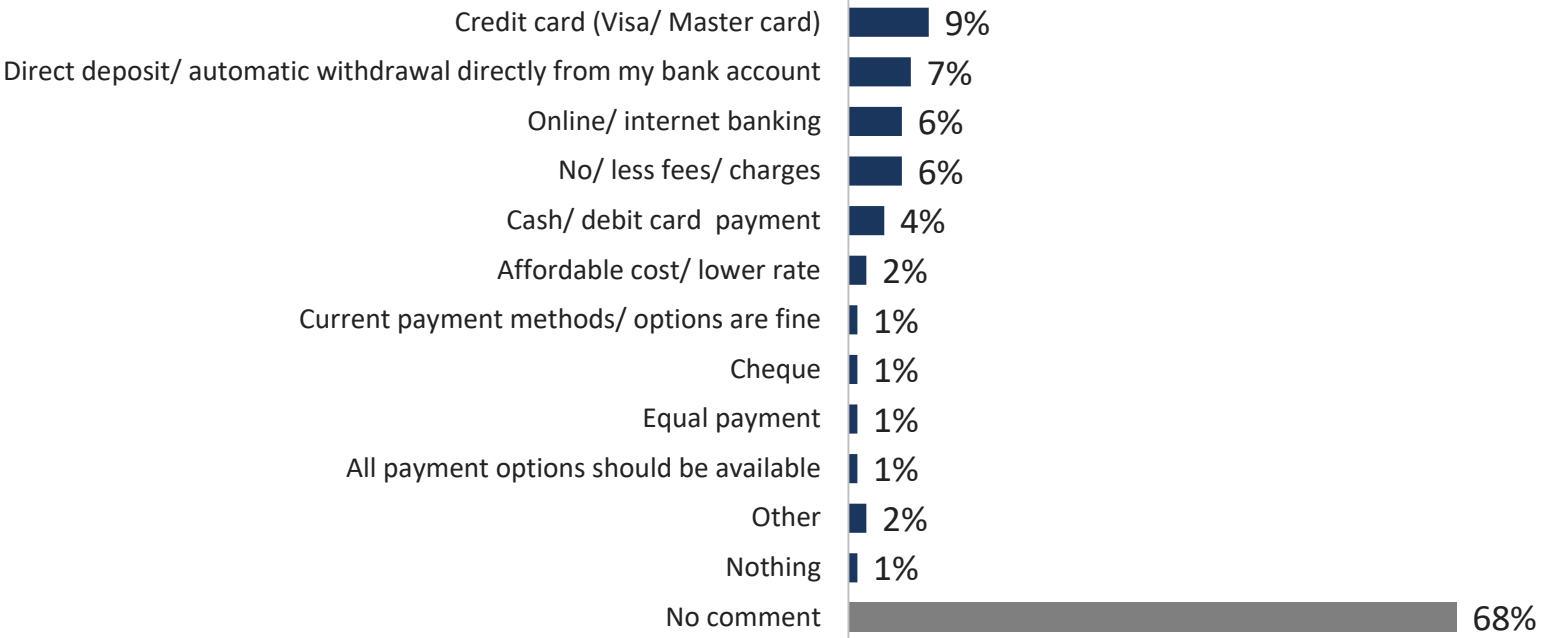
WOULD YOU PAY BY CREDIT CARD IF YOU WERE CHARGED A FEE?

- Among those who felt it was important to be able to pay by credit card, more than eight in ten (84%) indicate they wouldn't do so if they were charged a fee, while one in ten (11%) would and 5% don't know.



OTHER PAYMENT OPTIONS UNDER CONSIDERATION

- When asked about other payments options consumers might be interested in most provided no response. Among those who did, credit card (9%) was the most common mentioned, followed by direct deposit (7%) or online banking (6%).



† open ended measures are grouped into common responses and broader themes

SECTION E

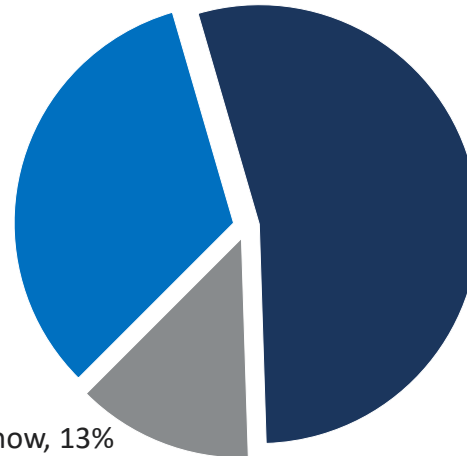


ARREARS PAYMENT AGREEMENT

- Just over half (54%) of public survey respondents feel that utilities should have flexibility to negotiate individual plans with residential customers based on their situation, while three in ten (33%) feel they should be required to offer an OEB-mandated APA to all residential customers who are unable to pay their bills. Around one in ten (13%) don't know.
- When asked for additional input most did not provide comment. Among the few who did, the most common mentions include a dislike of APAs/ that they aren't helpful to customers.

Current customer service rules stipulate that if a residential customer has been unable to pay their bills and has outstanding amounts owing, the energy utility gives them the chance to go on a payment plan known as an Arrears Payment Agreement (APA). An APA takes the outstanding amount owing and spreads it out over a period of time rather than having it due all at once. The customer still needs to pay their regular bill amount together with the APA amount until the arrears are paid off.

Utilities should be required to offer an OEB-mandated APA to all residential customers who are unable to pay their bills, 33%



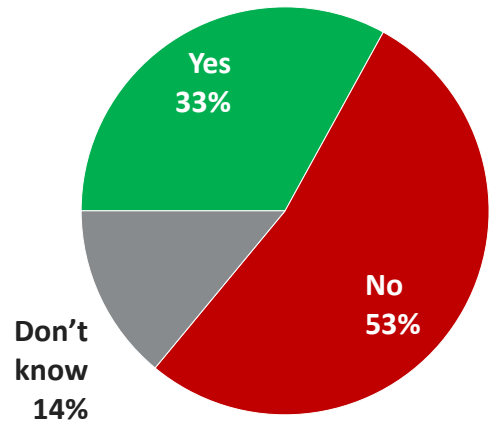
Utilities should have the flexibility to negotiate individual plans with their residential customers based on their situation that may differ from the OEB-mandated APA, 54%

Don't know, 13%

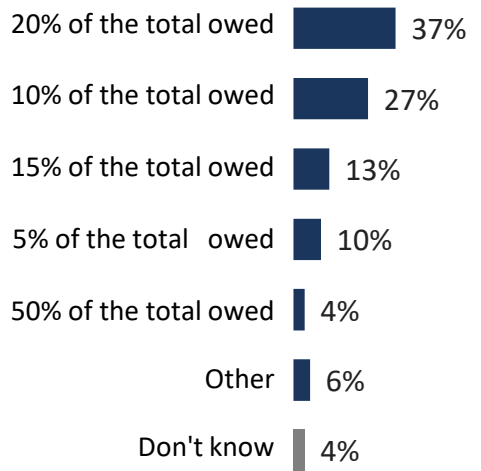
SHOULD UTILITIES BE ALLOWED TO ASK FOR DOWN PAYMENT AS PART OF APA?

- Over half (53%) of public survey respondents feel that energy utilities should not be allowed to ask residential customers for a down payment as part of the APA, while one third (33%) feel they should be and one in ten (14%) don't know. Among those who feel utilities should be allowed, most (37%) think that 20% of the total owed would be a reasonable down payment, followed by nearly three in ten who think 10% of the total amount owed (27%) while fewer select the other options provided. When asked specifically about low-income consumers, most feel that 10% would be reasonable (29%), followed by 20% (25%) or 5% of the total amount owed (21%), while fewer select the other options.

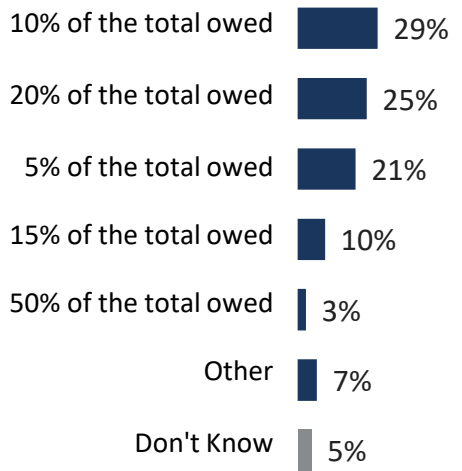
SHOULD A DOWN PAYMENT BE ALLOWED FOR APA PLANS?



WHAT IS A REASONABLE DOWN PAYMENT FOR YOU?



WHAT IS A REASONABLE DOWN PAYMENT FOR LOW-INCOME?



Q58. Should energy utilities be allowed to ask residential customers for a down payment as part of the APA? Base: Public survey respondents (n=2005)

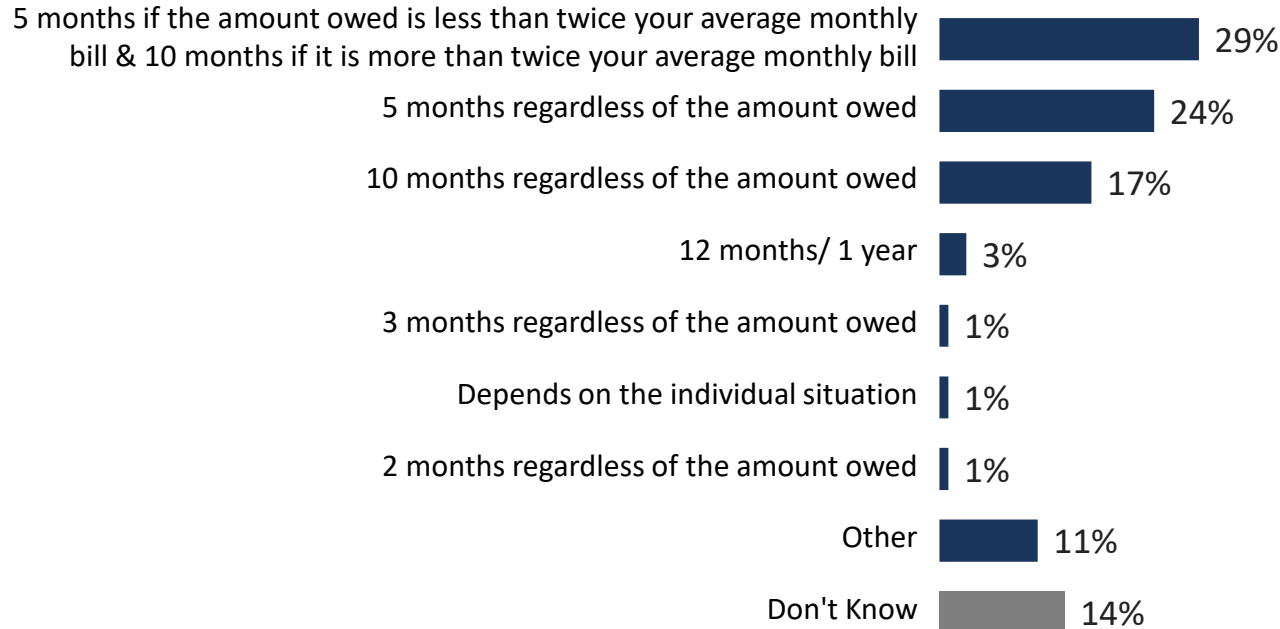
Q59. What would be a reasonable down payment requirement as part of the APA to you? Base: Public survey respondents who feel energy utilities can ask

for down payment (n=656) / Q60. What would be a reasonable down payment requirement as part of the APA for low-income customers? Base: Public

survey respondents who feel energy utilities can ask for down payment (n=656)

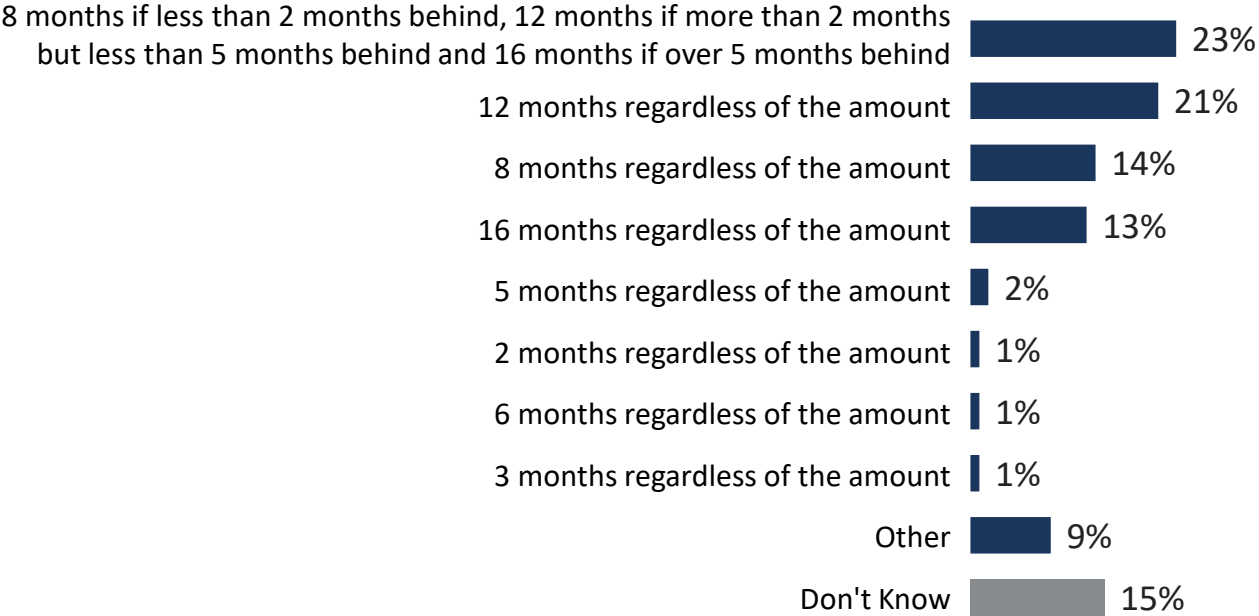
WHAT IS A REASONABLE REPAYMENT PERIOD?

- At nearly three in ten (29%), public survey respondents are most likely to think that a reasonable repayment period would be 5 months if the amount owed is less than twice your average monthly bill & 10 months if it is more than twice your average monthly bill, followed by one quarter (24%) who feel 5 months regardless of the amount owed is reasonable and around two in ten (17%) who think 10 months is reasonable.



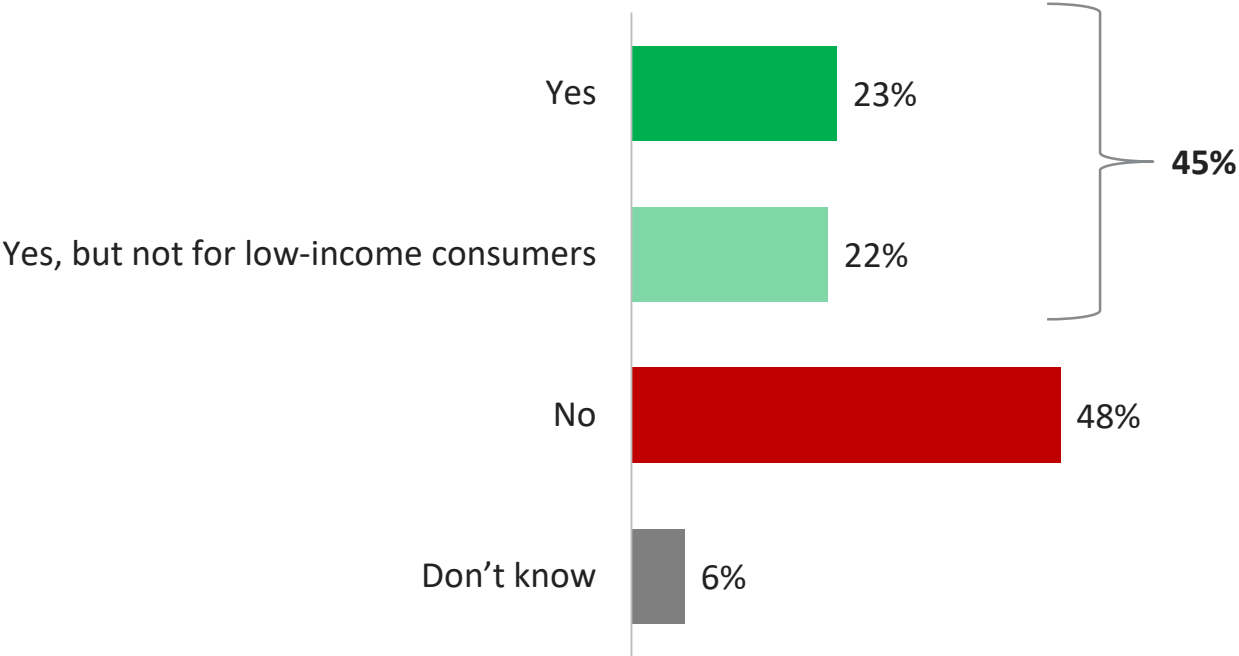
WHAT IS A REASONABLE REPAYMENT PERIOD FOR LOW-INCOME CUSTOMERS?

- When asked specifically about low-income consumers, opinions are mixed with around two in ten who feel that either 12 months (21%) or a variable repayment period based on the proportion of the amount owed to the customers average monthly bill (23%) would be reasonable. Around one in ten feel that 8 months or 16 months would be reasonable (14% and 13% respectively) .



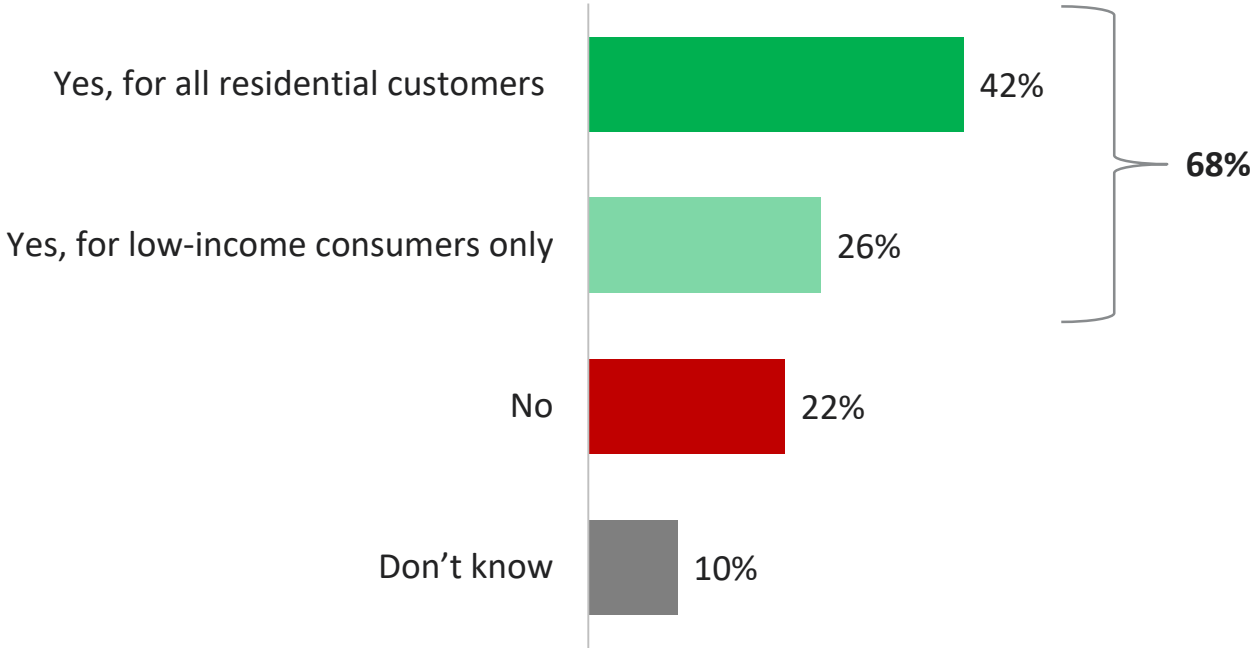
SHOULD UTILITIES BE ALLOWED TO APPLY LATE PAYMENT CHARGES UNDER AN APA?

- Nearly half (45%) of public survey respondents feel that utilities should continue to apply late payment charges to the amount owed under the APA, of which around two in ten (22%) feel it should apply but not for low-income consumers. Just under half (48%) do not feel utilities should continue to do this at all.



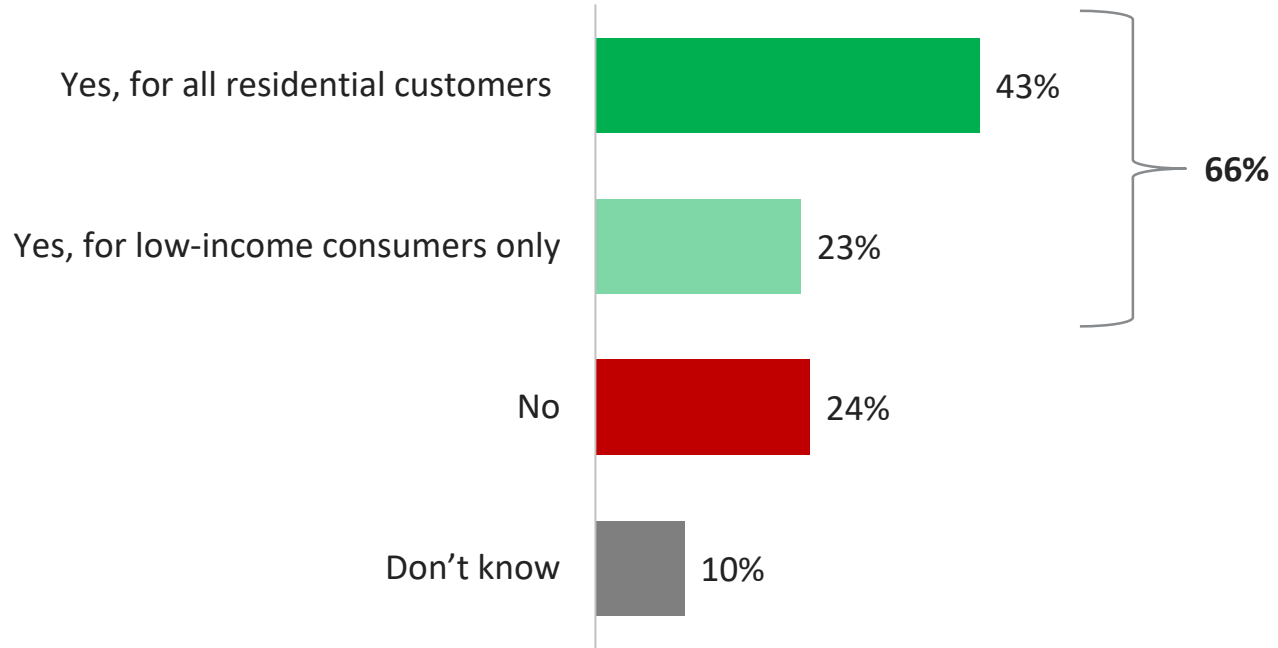
SHOULD LATE CHARGES BE WAIVED FOR CUSTOMERS WHO ENTERS AN APA?

- Nearly seven in ten (68%) public survey respondents feel that late payment charges on outstanding arrears should be waived for a customer who enters an APA, of which four in ten (42%) think this should be the case for all residential customers while one quarter (26%) think they should be waived only for low-income consumers. Two in ten (22%) think it should not be waived.



SHOULD COLLECTION CHARGES BE WAIVED FOR CUSTOMERS WHO ENTER AN APA?

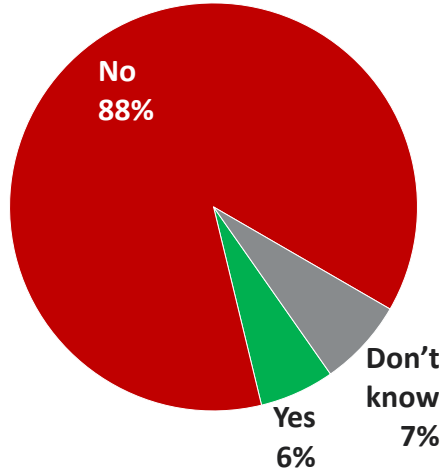
- Two-thirds (66%) of public survey respondents feel that collection charges owed to the energy utility should be waived for a customer who enters an APA, of which more than four in ten (43%) think it should be waived for all residential customers, while around one quarter (23%) think this should only apply for low-income consumers. One quarter (24%) think it should not be waived at all.



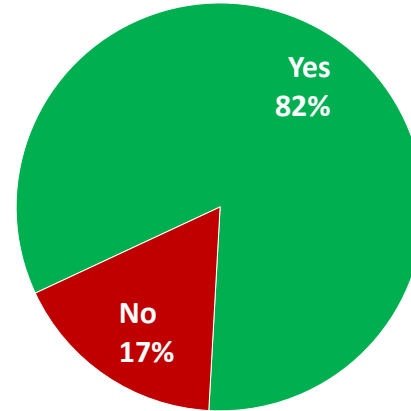
HAVE YOU EVER ENTERED INTO AN APA WITH YOUR ELECTRICITY UTILITY?

- Nearly nine in ten (88%) public survey respondents have never entered into an APA with their electricity utility, while six percent have (6%) and seven percent don't know (7%). Of those who have entered into an APA, the vast majority (82%) successfully completed it.

HAVE YOU EVER ENTERED INTO AN APA ?

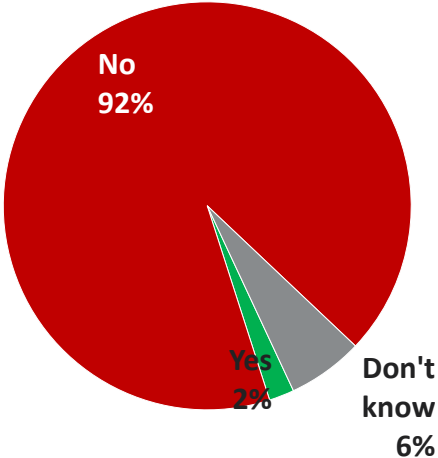


DID YOU SUCCESSFULLY COMPLETE THE APA?



HAVE YOU EVER ENTERED INTO AN APA WITH YOUR GAS UTILITY?

- Nine in ten (92%) public survey respondents who are natural gas consumers have never entered into an APA with their natural gas utility while two percent have (2%) and six percent don't know (6%).



SECTION F

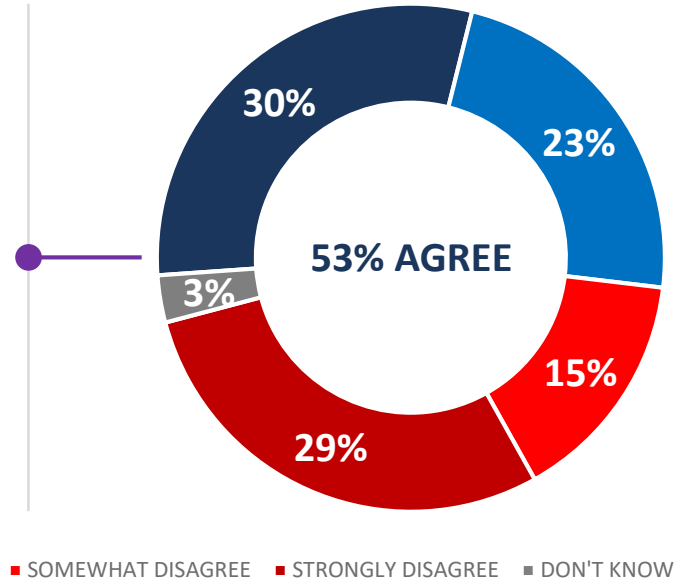


DISCONNECTION OF SERVICE FOR NONPAYMENT

- Just over half (53%) agree that energy utilities should be allowed to disconnect service to customers who do not pay their bills, of which more than three in ten (30%) strongly agree and around two in ten (23%) somewhat agree. Three in ten strongly disagree (29%), while around one in ten somewhat disagree (15%).
- When asked for additional input most did not provide comment. Among the few who did, the most common mentions include the need for people to be accountable, that no payment means no service and that it is up to the consumer to avoid disconnection.

Generally, current customer service rules allow energy utilities to disconnect services to customers failing to pay overdue amounts owed to the utility such as security deposits, energy used or repayment of outstanding arrears.

Energy utilities must pay for the energy they deliver and the cost of delivery regardless of whether customers pay their bills. Along with other measures, such as security deposits, disconnecting properties for non-payment helps reduce utilities' bad debt caused by some customers that don't pay their bills, which may then need to be recovered from other customers.

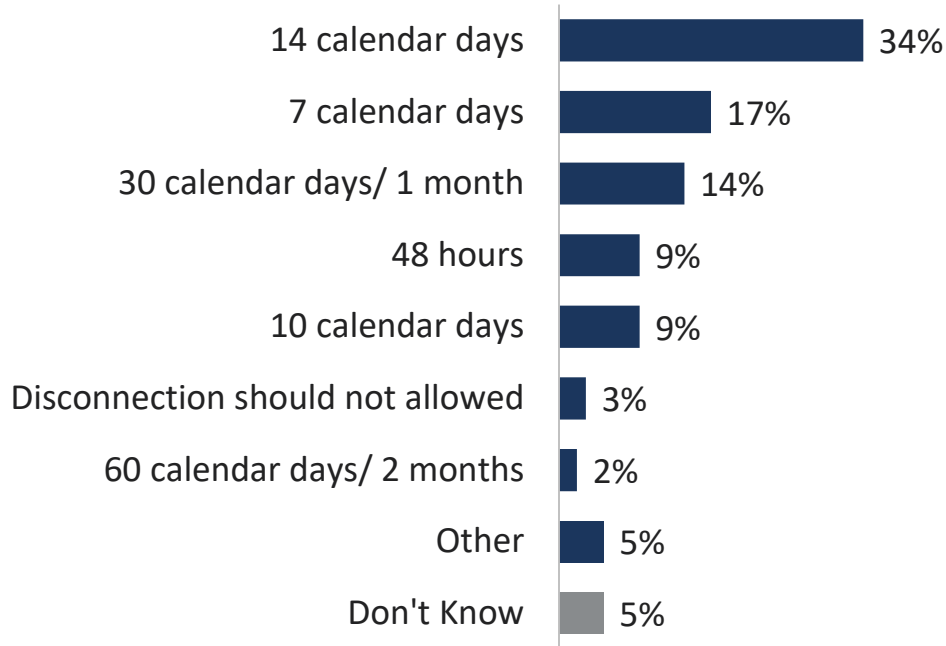


Q74. Indicate whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that energy utilities should be allowed to disconnect service to customers who do not pay their bills?

Base: Public survey respondents (n=2005)

REASONABLE AMOUNT OF NOTICE BEFORE DISCONNECTION

- Opinions are mixed among public survey respondents about what a reasonable amount of advance notice is before disconnecting service. One third (34%) indicate that 14 calendar days is a reasonable notice period, while fewer than two in ten (17%) feel 7 calendar days is reasonable and slightly fewer 30 calendar days (14%). One in ten select either 10 calendar days (9%) or 48 hrs (9%).



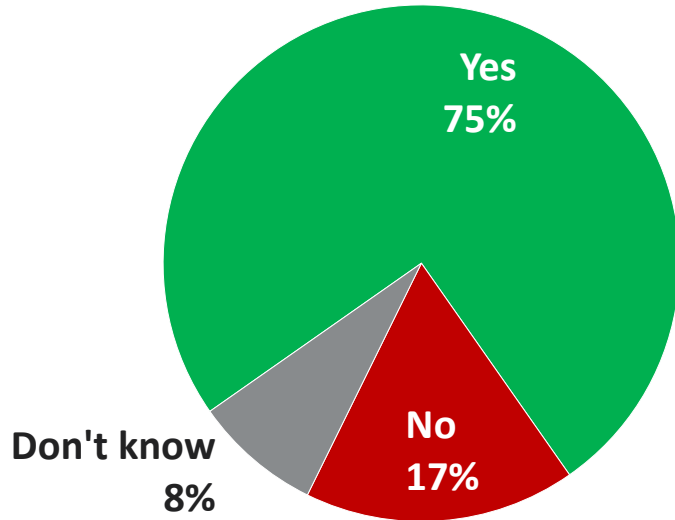
Q75. Energy utilities are required to provide advance notice before disconnecting energy service customers. What do you think is a reasonable notice period for a residential customer?

Base: Public survey respondents (n=2005)

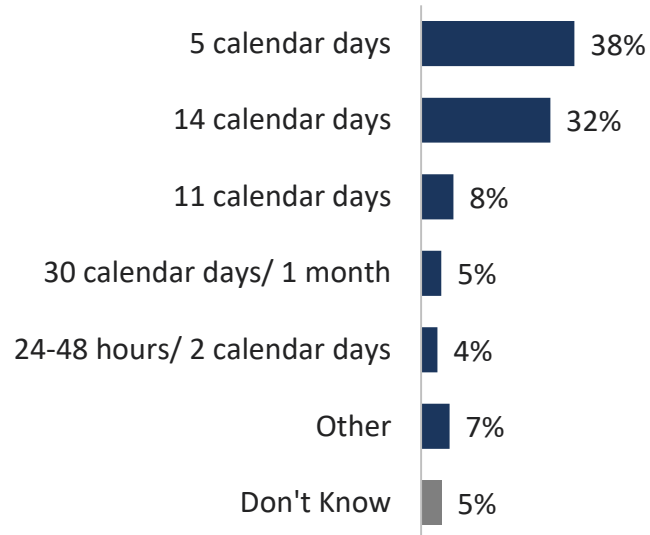
PERIOD OF TIME BEFORE DISCONNECTION CAN OCCUR

- Three quarters (75%) feel there should be a specified period of time in which the disconnection can take place, while nearly two in ten (17%) do not. Of those who feel there should be such a specified period, most (38%) think that 5 calendar days is reasonable followed closely by one third who think 14 calendar days is reasonable (32%).

SPECIFIED PERIOD OF TIME FOR DISCONNECTION?



REASONABLE PERIOD OF TIME IN WHICH THE DISCONNECTION CAN TAKE PLACE

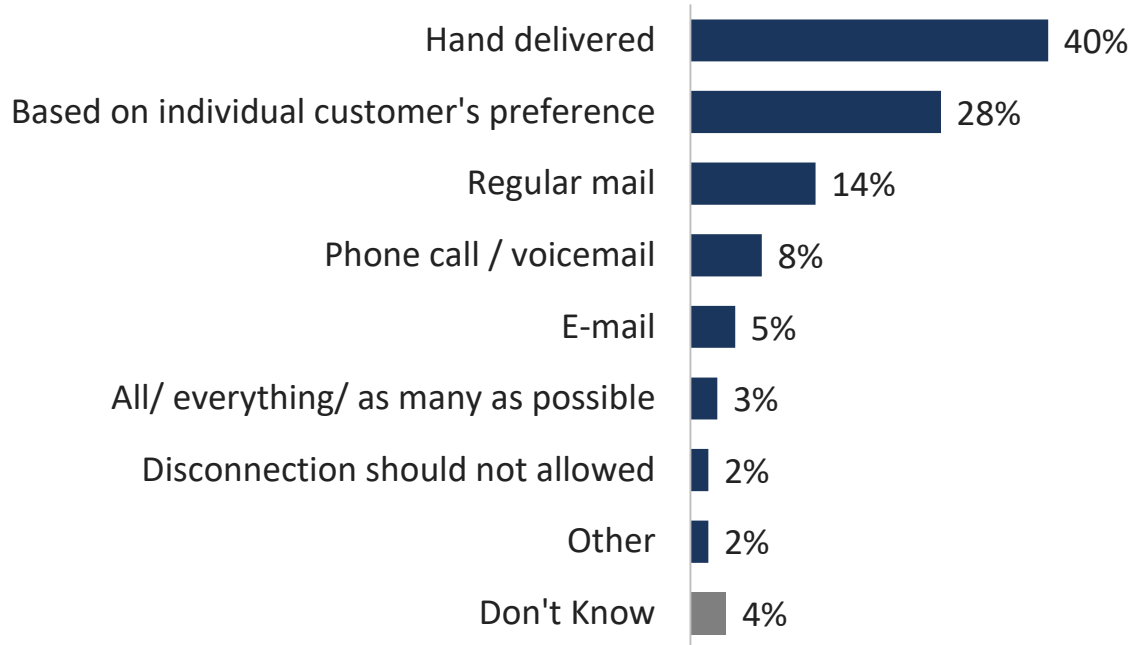


Q77. Once the disconnection notice period for a residential customer has passed, should there be a specified period of time in which the disconnection can take place so customers know when the disconnection can occur? Base: Public survey respondents (n=2005)

Q78. What would be a reasonable period of time in which the disconnection can take place after the expiry of the notice period to residential customers? Base: Public survey respondents who believe there should be a set disconnection period (n=1497)

PREFERRED METHOD OF DELIVERING DISCONNECTION NOTICE

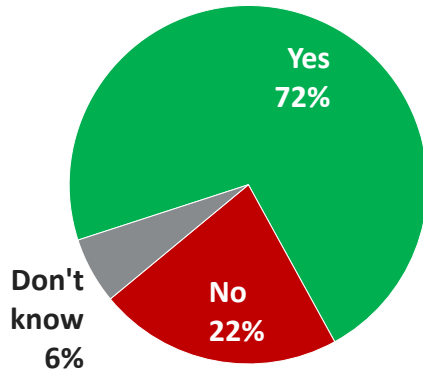
- At four in ten (40%) most public survey respondents feel that disconnection notices should be hand delivered, while nearly three in ten (28%) feel it should be based on the customer's preference. Fewer prefer regular mail (14%) or a phone call (8%).



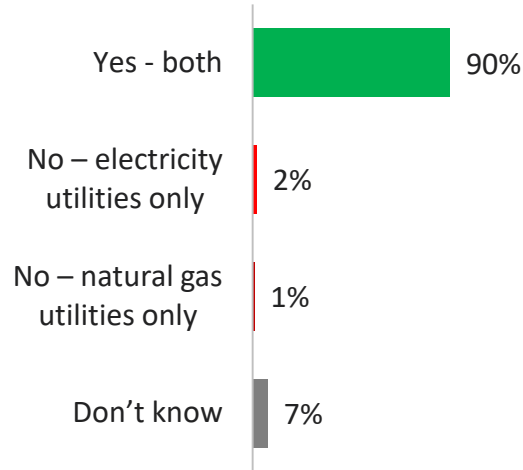
SHOULD THERE BE EXEMPTION PERIODS?

- Seven in ten (72%) public survey respondents feel there should be specific periods when energy utilities should not be allowed to disconnect customers, while two in ten (22%) do not. The vast majority (90%) think these periods should be the same for both electricity and natural gas and when asked to indicate at which time disconnections should not be able to occur, by far the most common response is during winter.

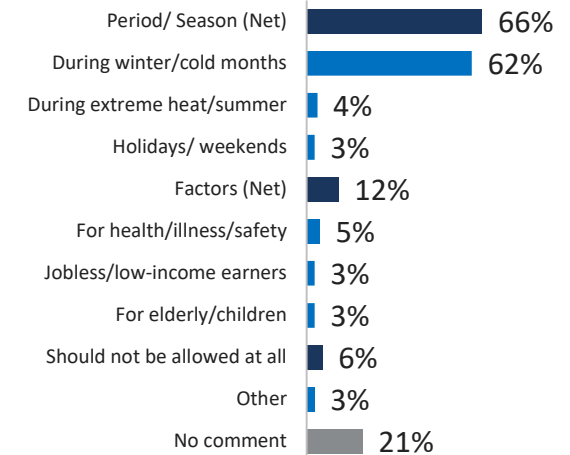
SHOULD THERE BE EXEMPTION PERIODS?



SAME FOR BOTH ELECTRICITY AND NATURAL GAS?



WHAT SPECIFIC TIME PERIODS?†



<3% not shown

Q83. Are there any specific times or periods where you feel energy utilities should not be allowed to disconnect customers? Base: Public survey respondents (n=2005)

Q84. Should the same times or periods apply for both electricity and natural gas customers? Base: Public survey respondents (n=2005)

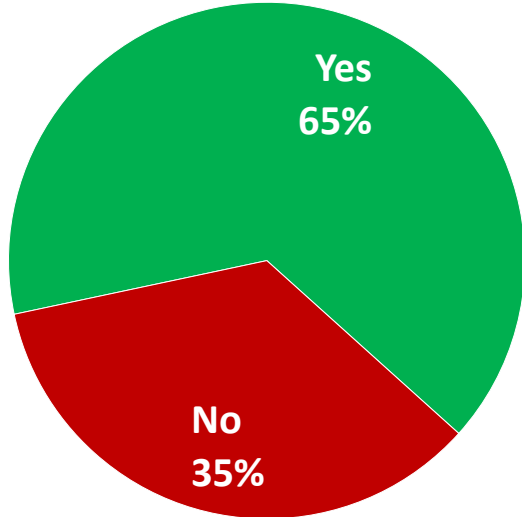
Q85. Explain what specific periods and why you feel energy utilities should not be allowed to disconnect during those times. Base: Public survey respondents who

believe there specific times when disconnection should not be allowed (n=1448) † open ended measures are grouped into common responses and broader themes

SHOULD CERTAIN CUSTOMER GROUPS BE EXEMPT?

- Two thirds (65%) of public survey respondents feel there are specific groups of people who shouldn't be allowed to be disconnected, of which the most common mentioned are the elderly, followed by low income households, and persons with an illness or persons with a disability.

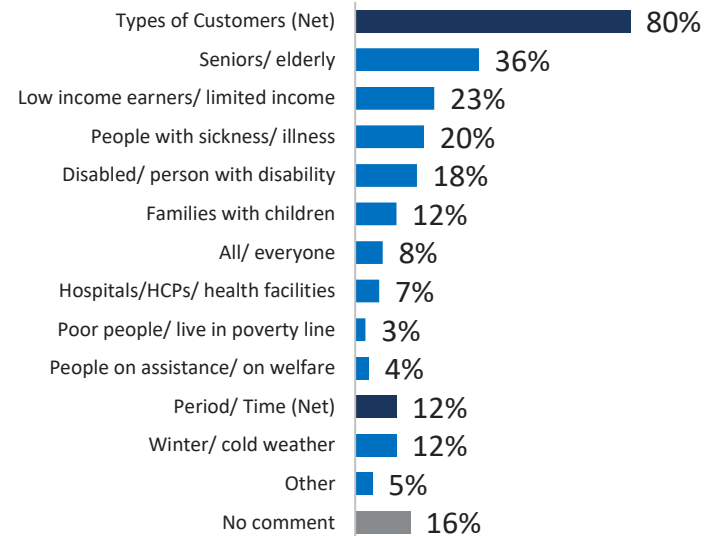
SHOULD CERTAIN GROUPS BE EXEMPT?



Q86. Are there any of customers that you feel energy utilities should not be allowed to disconnect? Base: Public survey respondents (n=2005)

Q87. Specify the types of customers groups and the period(s) during which they should not be disconnected. Base: Public survey respondents who believe there are types of customers who should not be disconnected (n=1306)

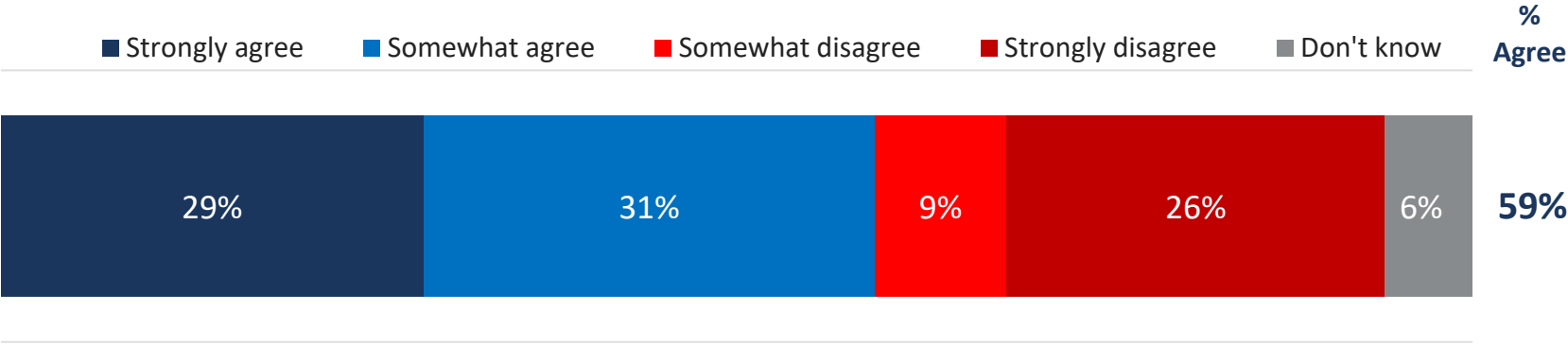
WHICH TYPES OF CUSTOMERS?†



<3% not shown

INSTALLATION OF DEVICE TO LIMIT USAGE VS. DISCONNECTION IN WINTER

- Six in ten (59%) public survey respondents agree that in the winter, instead of fully disconnecting residential customers, electricity utilities should install devices to limit their usage, of which three in ten either strongly or somewhat agree (29% and 31% respectively). One quarter strongly agree (26%) while one in ten somewhat disagree (9%).

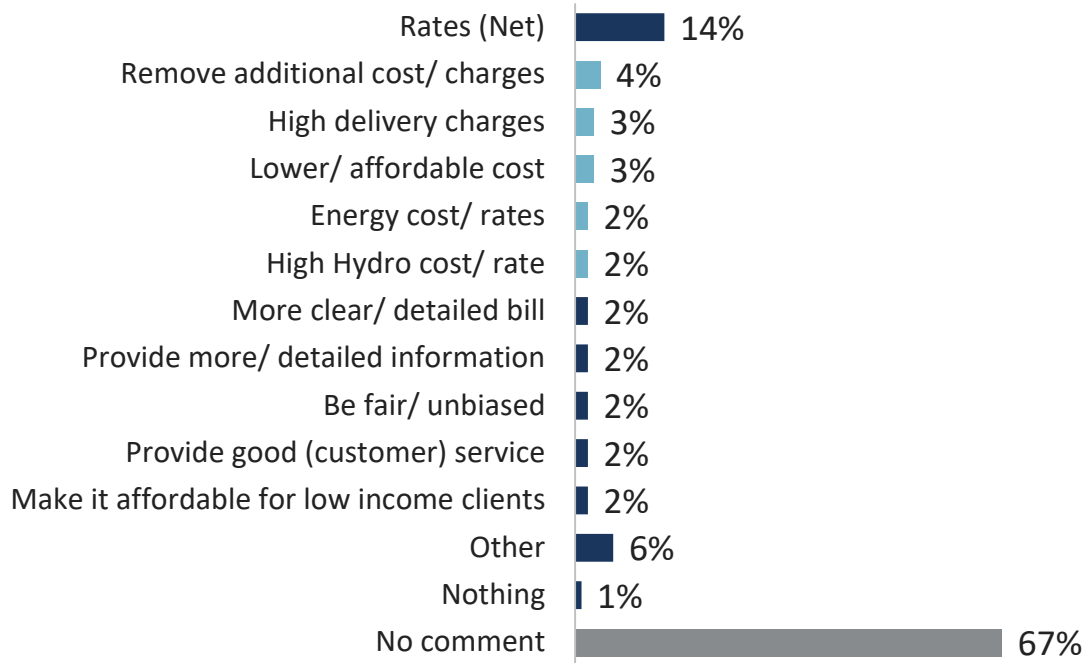


Q88. Indicate whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree that, in the winter, instead of fully disconnecting residential customers, electricity utilities should install devices to limit their usage.

Base: Public survey respondents (n=581)

OTHER CUSTOMER SERVICE RELATED ISSUES

- Most residential consumers chose not provide further comment. Of those who did concerns about rates were the most common including comments about wanting additional charges removed, high delivery charges or the need for lower more affordable rates.



RESPONDENT PROFILE

PUBLIC SURVEY	
Age	
18-34	11%
35-54	34%
55+	52%
Prefer not to answer	4%
Gender	
Male	40%
Female	55%
Prefer not to answer	5%
Region	
Eastern ON	9%
Central ON	9%
Southwestern ON	33%
GTA 416	8%
GTA 905	14%
Northern ON	9%
Prefer not to answer	18%

PUBLIC SURVEY	
Use natural gas for home	
Yes	75%
No	24%
Don't know	2%
Natural gas utility company	
Enbridge Gas	46%
Union Gas	48%
Natural Resource Gas	-
Kitchener Utilities	2%
Utilities Kingston	1%
Don't know	2%

RESPONDENT PROFILE ...continued

	PUBLIC SURVEY
Number of people in household	
1	14%
2	41%
3	18%
4	16%
5	6%
6+	3%
Household income	
\$28,000 or less	12%
\$28,001 - \$39,000	8%
\$39,001 - \$48,000	7%
\$48,001 - \$52,000	6%
\$52,001 - \$75,000	14%
\$75,001 - \$100,000	12%
\$100,001 or more	20%
Prefer not to answer	21%

	PUBLIC SURVEY
Primary source of heat	
Electricity	16%
Natural gas	71%
Propane	4%
Oil	2%
Wood	3%
Other	1%
Don't know	3%
Member of Indigenous communities in household	
Inuit	-
Métis	2%
First Nations	2%
None of the above	96%

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