

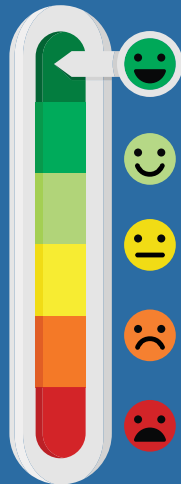
# Renfrew Hydro will be conducting a **Customer Satisfaction Survey** by phone starting January 15, 2025.

You may receive a call from a third-party company called **Oraclepoll Research Ltd** on behalf of Renfrew Hydro.

If you receive a phone call, please consider participating. The information collected will help us plan for the future and better serve our customers.



If you have any questions, please contact our customer service department at **613-432-4884** or email **[info@renfrewhydro.com](mailto:info@renfrewhydro.com)**



see reverse side for more details



As a customer of Renfrew Hydro, we want you to know that we are conducting a Customer Satisfaction Survey starting January 15, 2025.



Oraclepoll will be contacting a random sample of 300 customers by telephone. Those who receive a call from Oraclepoll will be asked a series of questions in **five key areas**:

- Power Quality and Reliability
- Billing and Payment Options
- Communications
- Overall Customer Service Experience
- Price

The brief survey will take less than 10 minutes to complete. Please be assured, individual survey responses will remain strictly anonymous. Although surveyors from Oraclepoll will request basic demographic information they will NOT ask for an account number, home address or any banking information.

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