

Accessibility Feedback Form

Thank you for visiting Waterloo North Hydro. How we interact with our customers and members of the public is important to us, and we work hard to meet everyone's needs. Your feedback is vital to help us continue to improve the high quality of service we are committed to providing customers and members of the public with disabilities. Individuals who wish to provide feedback on the way Waterloo North Hydro provides goods and services to people with disabilities can complete this Accessibility Feedback Form by one of the following three methods.

1. By regular mail: Print, complete, and submit this form to:

Waterloo North Hydro, Attention: Customer Support
526 Country Squire Road
Waterloo, ON N2J 4G8

2. Electronically: Complete this form, and email to: customersupport@wnhydro.com
3. By telephone: Call 519-886-5090 to speak to one of our representatives.
4. In person at:

Waterloo North Hydro,
526 Country Squire Road
Waterloo, ON N2J 4G8

Type of feedback: Commendation Complaint Other

Please tell us about your visit or interaction with Waterloo North Hydro, and list any suggestions you have to help us improve accessibility:

Please enter your contact information below if you would like a Waterloo North Hydro Representative to follow up with you regarding your feedback:

First and Last names: _____

Street address and municipality: _____

Daytime telephone number: _____

Note: All personal information collected on this form will remain confidential and solely used for the purposes of responding to or resolving any issues you may have had accessing Waterloo North Hydro services.

Record of Accessible Feedback

Date Feedback Received:

Name of Customer: _____

Contact Information: _____

Details: _____

Follow-up:

Action to be taken:

Staff Member: _____

Date: _____