



Accessible Customer Service Policy

Horizon Utilities Corporation – Policies & Procedures

Purpose

This policy establishes the accessibility standards for customer service practices for Horizon Utilities Corporation (“Horizon Utilities”) and its affiliates in accordance with Ontario Regulation (O. Reg.) 429/07 made under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Policy Statement

Horizon Utilities is committed to providing accessible customer service for its customers. Goods and services will be provided in a manner that respects the dignity and independence of all customers. The provision of services to persons with disabilities will be integrated wherever possible. Persons with disabilities will be given an opportunity equal to that given to others, to obtain, use or benefit from the goods and services provided by and on behalf of Horizon Utilities.

Applicable Regulations

Accessibility for Ontarians with Disabilities Act, (Ontario), 2005 (Most Recent Version)
Accessibility Standards for Customer Service, O. Reg. 429/07 (Most Recent Version)

In addition, other regulations as issued and legislation as enacted, from time to time.

Use of Service Animals and Support Persons

If a person with a disability is accompanied by a guide dog or other service animal, Horizon Utilities will ensure that the person may enter any facility open to customers and/or the public with the animal, and to keep the animal with them at all times. In the rare exception where a service animal is excluded by law from the premises, Horizon

Utilities will ensure that other measures are available to enable the person with a disability to obtain, use and benefit from Horizon Utilities' goods and services.

If a person with a disability is accompanied by a support person, Horizon Utilities will ensure that both persons may enter any facility open to customers and/or the public, and that the person with a disability is not prevented from having access to the support person. Horizon Utilities may require a person with a disability to be accompanied by a support person when in an organization facility, but only if a support person is necessary to protect the health or safety of the person with a disability, or the health or safety of others in the facility.

A support person may accompany participants who use Horizon Utilities' facilities or program at no additional cost.

Notice of Temporary Disruptions at a Horizon Utilities' Facility

Horizon Utilities will provide notice of temporary disruptions to services or planned power interruptions. The notice will include information, if known, about the reason for the disruption, its anticipated duration, and a description of any available or alternative services. The notice will be made conspicuous and may be a combination of a posted notice displayed at the location of the disruption, on the Horizon Utilities' website, via telephone system, in a mailing or via a hand-delivered notice.

Accessibility Training

Every person who deals with members of the public or who participates in developing Horizon Utilities' policies, procedures and practices governing the provision of goods and services to the public including permanent, contract and/or temporary employees, and volunteers who provide service on behalf of Horizon Utilities will receive training regardless the provision of goods and services to persons with disabilities.

The training will include the following information:

- a. the purposes of the *Accessibility for Ontarians with Disabilities Act (Ontario), 2005*
- b. how to interact and communicate with persons with various types of disabilities

- c. how to interact with persons with disabilities who use an assistive device, or require the assistance of a service animal or support person
- d. how to use equipment made available by Horizon Utilities to help people with disabilities to access goods and services
- e. what to do if a person with a disability is having difficulty accessing Horizon Utilities' goods and services

Training will be provided to each person according to their needs and duties, and as soon as it is practicable after the person is assigned the applicable duties. Training will be provided as part of the orientation training package for new employees and on an ongoing basis in connection with changes to policies, procedures and practices governing the provision of goods or services to persons with disabilities. A record of the dates on which training is provided and the number of individuals to whom it is provided will be maintained as part of the employees file by Human Resources & Organizational Development (HR).

Contractors and subcontractors working on behalf of Horizon Utilities who deal with members of the public must be trained to comply with the *Accessibility for Ontarians with Disabilities Act, (Ontario) 2005* through their own organization. Supporting documentation of this compliance must be provided to Horizon Utilities on a yearly basis or upon request.

Feedback Process

Horizon Utilities has a feedback process through which people with disabilities are encouraged to provide information and feedback about the goods and services they receive. Feedback can be received in a variety of ways; in person, by mail, email, telephone, and fax or otherwise. Horizon Utilities also collects feedback from customers through a survey available on the Horizon Utilities' website.

The feedback process is promoted on the website and through other printed outreach methods. A copy of the feedback process and feedback form is available upon request.

Notice of Availability of Documents

Horizon Utilities will provide the public notice of the availability of the documents, required by the O. Reg. 429/07, upon request. Notice of availability will be provided on the website and through other printed methods.

Format of Documents

Where Horizon Utilities is required by the *Accessibility for Ontarians with Disabilities Act (Ontario), 2005*, to give a copy of the document to a person with a disability, Horizon Utilities will take into account the person's ability to access the information and will provide the document or information contained in the document in a format that meets those needs as agreed upon with the person.

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