

## Project Estimate

November 20, 2018

Jeff Quint, Manager Energy Efficiency and Corporate Communications

### WNH COST OF SERVICE CUSTOMER ENGAGEMENT

The following is our pricing structure to conduct "cost of service" i.e. "rate filing in 2019" through customer engagement web and/or phone surveys.

#### Project Description:

Brickworks will conduct online and/or phone surveys to get public input on what's important to your customers and can be implemented into your Cost of Service filing in 2019. We will act as an independent party that will collect and analyze the data, keeping all individual responses of your customers confidential. The survey will allow your customers to participate in the development process of your 2019 Rate Application to the OEB. The survey questions will help pinpoint customer priorities as they relate to subjects such as: safety, infrastructure maintenance - upgrades and equipment replacement, etc. Understanding your customer priorities, needs and how they view the quality of service and reliability you have provided to them will help guide your decisions in the future.

Below you will find a few options – there is pricing for a straight online survey, which will be designed and the link can be anywhere (your website, our website, email links etc.) Also, I have included pricing for a telephone component that we've run in tandem for other utilities. A complete report of our findings will be sent to you upon completion of the project.

#### ONLINE SURVEY

The following is the price for an open online survey using VOXCO CAWI interviewer software.

TOTAL COST	\$3,860
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#### TELEPHONE PRICING

The following is the price for an N=400 residential (+/- 4.9%) sample assuming a 5-7 minute survey.

Cost includes design, database management & reporting.

TOTAL COST	N=400	\$6,500
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#### The following are also options for N=500 and N=600 residential telephone samples.

TOTAL COST ASSUMING N=500 +/-4.4%	\$7,460
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TOTAL COST ASSUMING N=300 +/-5.6%	\$5,540
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Please let me know if you would like to proceed.

Regards,

**Cathy Millar**

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