



Customer Priorities Survey

Planning for the Future


At InnPower, our customers are important to us. We want you to know that we are listening and value your input.

We are conducting research on customers priorities within our community. The purpose of this survey is to establish what is most important to our customers; allowing to us to accurately plan for the future of our service territory, make the changes customers want to see while ensuring that we continue to provide safe, reliable electricity distribution to our customers.

This survey should only take a couple of minutes to complete. All responses will remain anonymous.

OK

NEXT

Powered by
 SurveyMonkey
See how easy it is to [create a survey](#).

[Privacy & Cookie Notice](#)

0 of 3 answered 



Customer Priorities Survey

Planning for the Future

* 1. Please select which area of InnPower's service territory that you reside in or are located nearest to.

- Cookstown
- Fennels Corner
- Gilford
- Churchill
- Lefroy
- Belle Ewart
- Alcona
- Innisfil Heights
- Stroud
- Sandy Cove
- Friday Harbour
- Big Bay Point
- South Barrie

As one of the fastest growing electrical utilities in Ontario, InnPower maintains a service territory of 292 square kilometers (the same size as Mississauga). This includes over 10,000 poles, close to 1,000 kilometers of power lines and 10 distribution stations each with an incoming voltage of 44,000 volts.



OK

* 2. Please select the type of electric account you have with InnPower.

- Residential
- General Service
- General Service > 50 kW
- Commercial Industrial

* 3. Review the options below. Please select the 5 options that are most important to you.

- Maintaining and upgrading equipment to ensure a safe and reliable electricity supply
- Increasing community involvement
- Investing in digital solutions to enhance customer service
- Affordable cost of electricity
- Better communication from InnPower when electricity outages occur (outage map, social media, etc.)
- Improving electricity outage Response time
- Increased vegetation management efforts (clearing trees and brush around powerlines for increased safety and reliability)
- Improving customer education (on topics such as electrical safety, financial assistance, energy conservation, etc).
- Preventing data breaches and system disruptions due to cyberattack
- Investing in storm hardening (physical improvements that can make utility infrastructure more resistant to weather)
- Increase deployment of Distribution Automation
- Investing in systems to accommodate new technologies (renewable energy generation, electric vehicles, charging stations, etc.)
- Attracting and retaining highly skilled employees to deliver the best service

PREV DONE

Powered by
 SurveyMonkey
See how easy it is to create a survey.