



Ombudsman Annual Report 2010

While the primary role of the Office of the Ombudsman is to assist with unresolved issues, the Office also guides customers through the dispute resolution process. Our goal is for customers to be aware of the options available to them for assistance so they can obtain resolution prior to engaging the Office of the Ombudsman

The mandate of the Ombudsman is to act as an advocate for fairness and to address customers' unresolved issues or concerns related to customer service matters. The Ombudsman reviews and investigates a customer's concern in an unbiased and impartial manner, ensuring the procedure is fair and reasonable to both the customer and 407 ETR, and that all 407 ETR's policies are applied on a fair basis. The Ombudsman makes recommendations based on fairness and good business practices. The Ombudsman reports directly to the President and CEO of 407 ETR.

A Message from the Ombudsman

Office of the Ombudsman

Denise Peltier, Ombudsman

Maria Boscariol, Advisor

Roswitha England, Advisor

Karin Rose, Advisor

What the Ombudsman Can Do For You

- Listen to your complaint in an impartial unbiased manner
- Gather the facts regarding your complaint and conduct an investigation if it falls within the mandate of the Ombudsman's Office
- Make recommendations to 407 ETR if the complaint is justified regarding your specific case or broader policy and procedure changes
- The Ombudsman is neither an advocate for 407 ETR nor the client. In the event that a complaint is based on verbal accounts that are not easily verifiable, the Ombudsman's Office limits the investigation to the confirmable facts

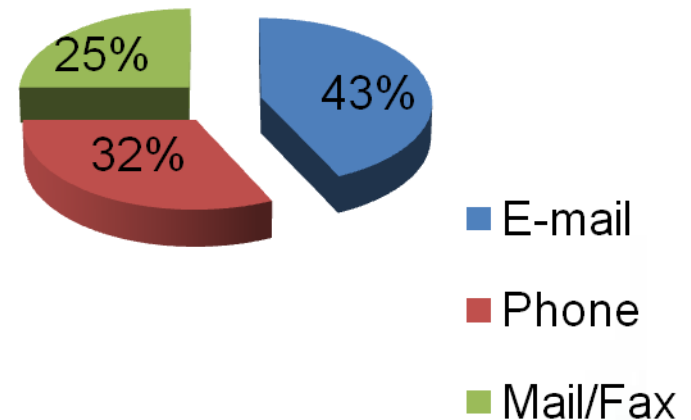
What the Ombudsman Does Not Do

- The Ombudsman's Office does not intervene in matters that are before the courts or have a legal ruling
- The Ombudsman has no legislative power and therefore cannot make recommendations to change or amend the Highway 407 Act, 1998
- The Ombudsman cannot make recommendations to 407 ETR regarding toll rates or other administrative fees
- The Ombudsman does not make financial settlements on customers' accounts or award punitive damages or reimbursement for stress and inconvenience

In 2010, the Ombudsman's Office received a total of 930 contacts (0.00005%) out of 17.4 million bills mailed and electronically sent from January to December. This represents a 35% decrease in contacts, in comparison with 2009. The decreased contacts are reflected in all categories, in particular informational contacts and advice referrals. A customer can contact the Ombudsman via e-mail utilizing our online form, telephone call, letter or fax. The customers preferred method of contact remains e-mail (43%) followed by phone.

Of the 930 contacts to the Ombudsman's Office, only 2% (20) required Ombudsman intervention , which is similar to 2009. The remaining contacts were comprised of 33% (305) informational; 37% (345) advice referrals and 28% (260) informal interventions.

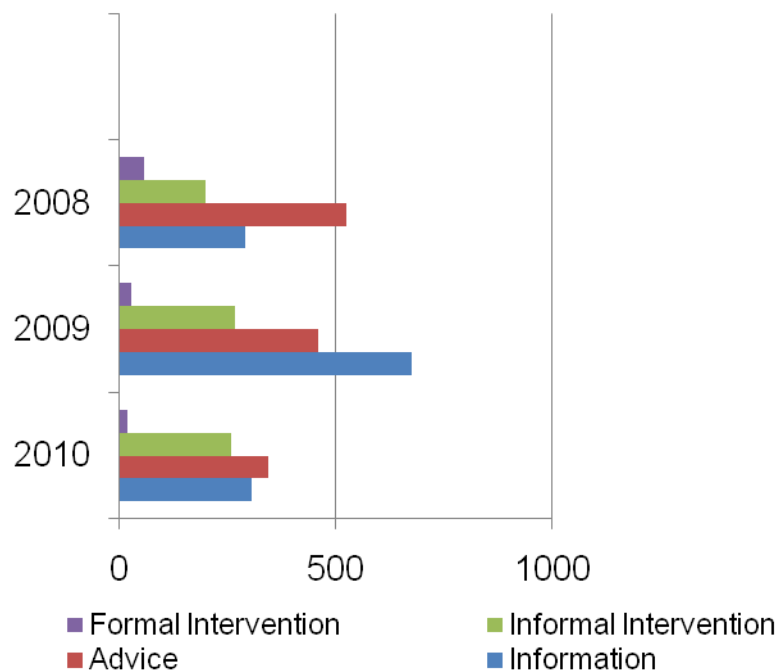
Method of Contact



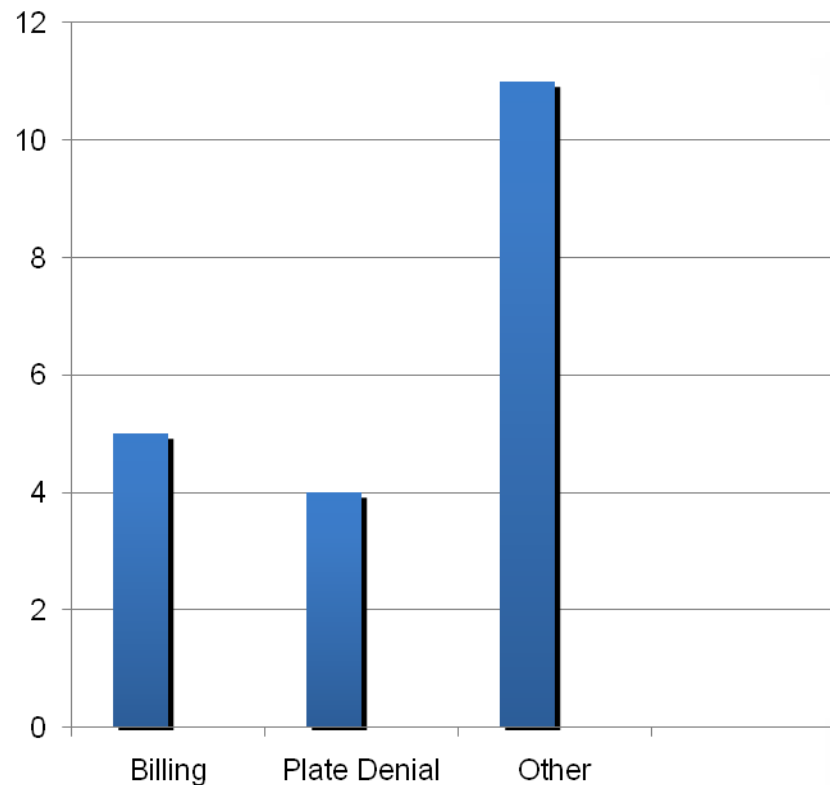
Reasons for Contact

- **“Informational”** contacts are enquiries that do not involve complaints or concerns. They are requests for general information that are forwarded to the appropriate business unit for a direct response.
- **“Advice”** contacts are complaints or concerns that have not been through Step 2 or Step 3 of the dispute resolution process. These contacts require the opening of a file within the Ombudsman’s Office and the issue is forwarded back to the appropriate business unit for an investigation and resolution.
- **“Informal Intervention”** contacts are complaints or concerns that have been reviewed at Step 3 of the dispute resolution process, but do not require a full investigation as the information provided does not contravene the resolution previously provided by the organization.
- **“Intervention”** contacts are complaints or concerns that have been reviewed at Step 3 of the dispute resolution process whereby the complainant provides compelling information warranting a full investigation by the Ombudsman’s Office. A written response to the customer will endeavor to be provided within 10 business days, depending on the complexity of the investigation.

Reasons for Contact



Issues Reviewed

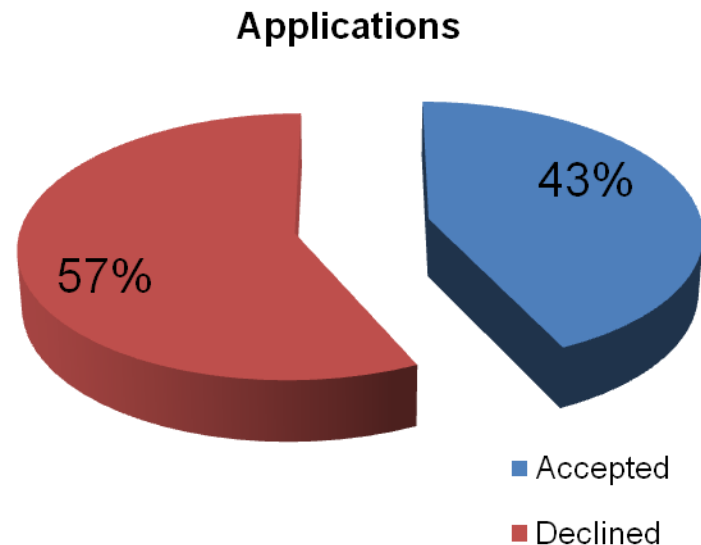


The majority of cases reviewed by the Ombudsman involved personal customers, as business customers represented less than 1%. Of the 20 cases resolved by the Ombudsman's Office, full agreement was reached in 85% of the cases; 5% a partial agreement was reached and no agreement was reached in 10% of cases.

Exceptional Hardship Cases

407 ETR offers an Exceptional Hardship Payment Plan, in an effort to assist those customers who have accumulated significant debt with 407 ETR, and would suffer an exceptional hardship through the denial of their vehicle licence plate permit. The review of these applications remains part of the responsibility of the Ombudsman's Office.

The Ombudsman received 128 applications for the Exceptional Hardship Payment Plan in 2010. This represents a 33% decrease from 2009. A total of 57% of these applications were declined. This is attributed to the hardship being financial in nature. 407 ETR continues to offer a Financial Hardship Plan. Details regarding this plan can be obtained by contacting 407 ETR Customer Service.



The Dispute Resolution Process

In 2011, 407 ETR introduced a new, streamlined dispute resolution process aimed at providing resolutions more expediently.

Step 1: Customer Service Department

Call 1-888-407-0407 to speak with a Customer Service Representative (CSR).

Step 2: Office of the President

If you are unable to resolve the issue with a CSR, you can ask to speak with a Customer Advocate in the Office of the President

Step 3: Office of the Ombudsman

If the previous steps have been followed, and you feel that you have not received a fair resolution to your issue, please contact the Ombudsman's Office.

Making a Complaint to the Office of the Ombudsman.

You may refer your complaint in writing to this Office, once you have received a final response from 407 ETR, in accordance with the dispute resolution process. The Ombudsman will only review complaints that have been raised with 407 ETR within the past 12 months, unless exceptional circumstances exist that would warrant the Ombudsman's Office to open an investigation.

In order to assist you with your complaint, we require the following information, in writing:

- Name
- Date
- Mailing Address
- Telephone Contact Number (including area code)
- The date the complaint began
- The response given by 407 ETR (please include any responses from the organization)
- Your requested resolution
- Complaint Summary (please provide details regarding dates and names of individuals you communicated with)

For your convenience, please click [here](#) for the Ombudsman Contact Form which can be completed and forwarded to the Ombudsman's Office.