

April 23, 2015

**COMMUNITY SERVICES – CUSTOMER SERVICES
INFORMATION REPORT # 2015 - 17**

TO: Mayor Van Bynen
Members of Council

CC: CAO & Commissioners
Operational Leadership Team
Paul Ferguson, President, Newmarket-Tay Hydro

SUBJECT: Customer Services Partnership – Newmarket-Tay Hydro

ORIGIN: Manager, Customer Services

In accordance with the Procedure By-law, any Member of Council may request this Information Report be placed on an upcoming Committee of the Whole agenda for discussion.

COMMENTS

The purpose of this Information Report is to provide Members of Council with information related to a new partnership between Newmarket-Tay Hydro and the Town of Newmarket's Customer Services Department.

OVERVIEW

The entrance of Newmarket-Tay Hydro offices will be undergoing some repairs that will prevent customers from entering their offices from May 22, 2015 through early June. Senior staff from Hydro approached the Town of Newmarket's Manager, Customer Services to see about arranging for the processing of Hydro payments at the Customer Service counters at 395 Mulock Drive during this time.

Training has been arranged, appropriate financial arrangements have been made and communication plans are in place. Notices have already been posted at the Hydro offices, signage is being created for the Customer Service counters at Town Hall and arrangements are being made to have this information shared via social media, the Town Page in the Newmarket Era and on both websites.

**Community Services
Customer Services**

TOWN OF NEWMARKET
395 Mulock Drive
PO Box 328 STN Main
Newmarket, ON L3Y 4X7

www.newmarket.ca
customerservice@newmarket.ca
905.953.5300, ext 2251

CONSULTATION

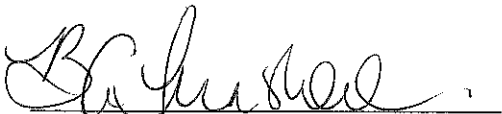
Meetings with the President, Chief Financial Officer, and Customer Service Manager of Newmarket-Tay Hydro have taken place. Staff from the Corporate Communications and Finance departments have been consulted throughout the planning and execution of the agreement.

BUSINESS PLAN AND STRATEGIC PLAN LINKAGES

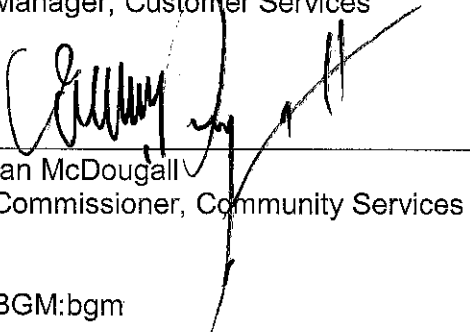
- 1. Build Partnerships: Establish new or enhance existing (N6) partnerships
- 2. Fiscal Responsibility: Identify new sources of revenue

BUDGET IMPACT

Full costs related to the provision of services for this partnership are being recovered as part of the fees charged.



Bonnie G. Munslow
Manager, Customer Services



Ian McDougall
Commissioner, Community Services

BGM:bgm