

Accessibility Feedback Form



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Alectra is committed to treating all individuals in a way that allows them to maintain their dignity and independence. Alectra believes in the principles of integration and equal opportunity and is committed to creating a barrier-free environment by identifying, removing and preventing barriers that may limit persons with disabilities.

In order for us to ensure our interactions with our customers and members of the public meet every individual's needs to the extent possible, your feedback is important as we continuously strive to improve the high quality of service we offer.

Individuals who wish to provide feedback on their experience(s) with the accessibility of Alectra's goods and services for people with disabilities are encouraged to complete this Accessibility Feedback Form utilizing one of the following three methods:

1. Print, complete and submit this form by postal mail to: 161 Cityview Boulevard, Vaughan, Ontario L4H OA9;
2. Click [here](mailto:customerAODA@alecrautilities.com) to complete the feedback form electronically by email to customerAODA@alecrautilities.com;
3. Call (437) 778-5796 to give your feedback verbally.

Please tell us about your visit or interaction with Alectra:	
Date:	Location:

When accessing Alectra's services do you use:			
<input type="checkbox"/> Support person	<input type="checkbox"/> Assisted Device	<input type="checkbox"/> Service Animal	<input type="checkbox"/> Other Please provide details:

Type of feedback:		
<input type="checkbox"/> Commendation	<input type="checkbox"/> Complaint	<input type="checkbox"/> Other
Details:		

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What suggestions do you have to help us improve accessibility?
Details:

If you would like an Alectra representative to follow up with you regarding your feedback please provide your contact information below:	
First and Last name:	
Preferred Method of Contact	<input type="checkbox"/> Mail <input type="checkbox"/> Phone <input type="checkbox"/> Email
Mailing Address:	
Daytime Telephone Number:	
Email Address:	

Thank you for taking the time to provide your feedback.

Note: All personal information collected on this form remains confidential and solely used for the purpose of responding to or resolving any issues you may have had accessing Alectra Services.