



Media Alert
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For Immediate Release

FESTIVAL HYDRO – CUSTOMER SATISFACTION TELEPHONE SURVEY

Stratford, ON

From November 28th to December 7th, Innovative Research will be conducting phone-call interviews with Festival Hydro customers regarding their satisfaction with the service Festival Hydro provides. Estimated to take approximately 8 minutes, the information gathered from the 400 randomly selected accounts will provide Festival Hydro with valuable insight as to how we can improve our level of service to you. If you are contacted by Innovative Research, we ask that you please take part in our survey.

Festival Hydro is a Local Distribution company servicing 20,000 customers in the municipalities of Stratford, St. Marys, Seaforth, Hensall, Zurich, Dashwood and Brussels.