



## Feedback Form for People with Disabilities

Thunder Bay Hydro strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services in the same places and ways as other customers.

Please let us know about your visit with us or experience with our equipment/facilities

DATE: \_\_\_\_\_ (Estimated) TIME: \_\_\_\_\_

LOCATION: Whalen Building  Department (if known) \_\_\_\_\_  
Operations Building  Department (if known) \_\_\_\_\_  
On Location  Describe location \_\_\_\_\_

Did you interact with one of our staff at this time? YES NO (please circle)  
Name or position (if known) \_\_\_\_\_

Did you feel that you were able to carry out your purpose?  
YES NO

If YES: Please describe the concern or compliment that you have: \_\_\_\_\_  
If NO: Please describe the situation that stopped you from carrying out your purpose: \_\_\_\_\_

Was **Accessibility** a problem? YES NO

Please add any other comments or suggestions:

*Optional:*  
Your Name \_\_\_\_\_  
Your Address \_\_\_\_\_  
Your email or phone number \_\_\_\_\_

Please mail to Thunder Bay Hydro, 34 N. Cumberland Street, Thunder Bay ON P7A 4L4, or fax to 343-1044. It can also be dropped off in person at our Customer Service department. This form is also available online at [www.tbhydro.com](http://www.tbhydro.com) > Contact Us.