

1 Q. How often does Hydro read meters, and what percentage of customer bills
2 have been estimated over the past two years? Are the past two years
3 reflective of the future, and if not, what is Hydro doing to reduce the number
4 of estimated bills?

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6 A. Meters are read on a monthly basis and over the past two years
7 approximately 1% of readings have been estimated. Where possible, Hydro
8 will obtain a reading rather than estimate. Hydro plans to continue the
9 current practice with regard to reading meters.