

1 Q. Further to CA-19 NLH, please provide the percent of new customer services
2 installed and energized by the date promised to the customer for each of the
3 past five years.

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6 A. Hydro does not, as a normal practice, specify a date to customers for
7 connection. New service connections are, however, given priority and are
8 scheduled by the regions. Due to the geography of Hydro's service areas, it
9 is not always possible to address work tasks on an individual basis. Hydro
10 coordinates service connections with other work requirements in the area.

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12 In general the guidelines outlined below are followed;

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14 1) New connection work orders will normally be initiated on the same day
15 the Authorization Permit is received but no later than the second working
16 day.

17
18 2) New connections work orders will normally be assigned to the line
19 supervisor on the same day they are initiated but no later than the second
20 working day.

21
22 3) New connection work orders are scheduled immediately, however time of
23 actual connection will vary depending on the location of the new service
24 (i.e. isolated community vs an interconnected community).