

1 Q. What would it cost and entail for Hydro to send each of Hydro's direct retail  
2 customers (with their monthly bills) a year-to-date breakdown of the  
3 electricity consumed by month with a comparison to the previous year's  
4 consumption broken down by month as a consumer awareness and  
5 education tool? What would it cost and entail if done quarterly instead of  
6 monthly?

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9 A. A 13-month history of each customer's consumption is available on Hydro's  
10 Corporate website. The site allows customers to review their last year's  
11 consumption and compare the current month to the same month last year.  
12 Hydro has identified this as an item to consider in future bill presentation and  
13 Utility Customer Information System modifications. A detailed assessment of  
14 the cost and effort involved with providing the information has not yet been  
15 developed.