

NLH 2013 Amended General Rate Application
Undertaking - 191
Filed: Dec 2, 2015 Board Secretary: SK

Undertaking 191

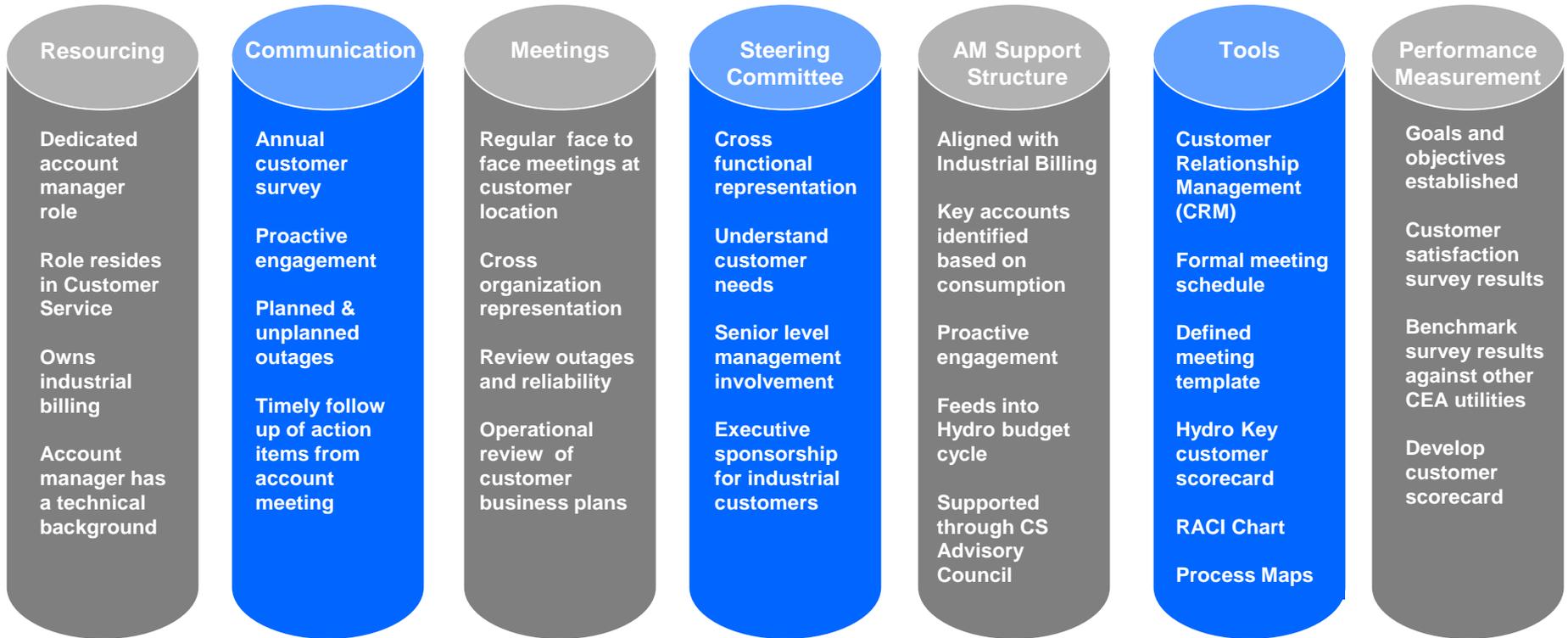
Re: Single point of contact for account management for industrial/key customers

Undertake to provide the draft framework (in relation to a single point of contact for account management for industrial/key customers).

Please see Undertaking 191 Attachment 1.

Account Management Framework

Account Management Framework



Relationship Building, Measuring and Continuous Improvement