

1 Q. **Exhibit 4**

2 Page 4, line 5 – Explain in detail the process Hydro used to complete the
3 “jurisdictional” scan of the practice of other utilities.

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6 A. To complete a jurisdictional scan, Hydro developed a survey which was sent to
7 utilities in the following Provinces and Territories: British Columbia, Yukon, North
8 West Territories, Manitoba, Ontario, Québec, New Brunswick, and Nova Scotia.

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10 Hydro’s survey focused on subsidization of rural customers as it pertained to each
11 province. In addition to the survey, Hydro used the ‘Understand My Bill’ section of
12 utilities websites to see how other components are displayed on customer bills,
13 including subsidies, if any.

14

15 Finally, Hydro also engaged National Public Relations (Hydro’s agency of record) to
16 perform additional jurisdictional scans.