IN THE MATTER OF the Public Utilities Act, R.S.N.L. 1990, Chapter P.47, as amended (the "Act"); and

IN THE MATTER OF a General Rate Application by Newfoundland Power Inc. to establish customer rates for 2010

To: Board of Commissioners of Public Utilities

Suite E210, Prince Charles Building
120 Torbay Road
PO Box 12040
St. John's, NL A1A 5B2
Attention: Ms. G. Cheryl Blundon
Director of Corporate Services and Board Secretary

1	CA-PUB-1	Re: Qualifications page 2				
2		Please indicate all rate of return testimony filed in Canada over the last ten				
3		years and indicate on whose behalf Mr. Cicchetti testified, what his				
4		recommendations were and the decision of the public utility board.				
5						
6	CA-PUB-2	Please indicate the source, for example courses, prior testimony etc, of Mr.				
7		Cicchetti's knowledge of the following:				
8		a. Canadian tax policy				
9		b. Canadian monetary policy				
10		c. Canadian economic policy				
11		d. Canadian regulatory policy				
12		e. Canadian industrial policy				
13	CA-PUB-3	Background preparation page 3				
14		Mr. Cicchetti indicated that he reviewed a large amount of material prior to				

1	preparing his report, please
2	a. Indicate the set of documents he reviewed to indicate
3	the current state of the economic and financial environment in
4	Canada.
5	b. Please indicate what documents he reviewed to indicate the
6	current state of power markets in Canada and the US
7	and explain in detail their implications for Newfoundland Power.
8	c. Please indicate what documents he reviewed to understand the
9	financial characteristics of Newfoundland Power and what is
10	important for investors, both debt and equity.
11	d. Please indicate on what basis he understands his cost of equity
12	estimation techniques to be "conventional."
13	e. Please indicate given the date on which his report was filed
14	whether or not Mr. Cicchetti was aware that Moody's just
15	upgraded Newfoundland Power by two notches. If he was, why
16	is this not mentioned in his report; if he was not how does this
17	alter his conclusion in terms of the need to dramatically increase
18	the allowed ROE?
19	CA-PUB-4 Overall recommended ROE and the ROE allowed by the formula. Mr.
20	Cicchetti's recommended ROE is in a range 9.0-9.60% and he recommends
21	the top of the range based on current financial market turmoil and notes that
22	the allowed ROE from the formula is 8.5%
23	(a) Please confirm that all three estimates of the fair ROE come from
24	analyzing either a sample of US electric or natural gas utilities using
25	a two-stage DCF estimate or a DCF based risk premium model.

1	(b)	Please confirm that none of Mr. Cicchetti's recommendation is based
2		directly either on Canadian firms or data from the Canadian capital
3		market. If Mr. Cicchetti can not confirm please point explicitly to any
4		part of his testimony where his recommendations have been altered
5		as a result of reviewing Canadian capital market data or firms.
6	(c)	Please indicate the courses/studies Mr. Cicchetti has taken in
7		international finance.
8	(d)	Please indicate whether Mr. Cicchetti is aware of the interest rate
9		parity result and if so please explain it succinctly.
10	(e)	Please indicate any theory or practice in international finance that
11		indicates that you can take estimates of the fair "opportunity cost,"
12		that is equity cost or required rate of return from one country and
13		apply it in another without doing any checks. Please indicate what
14		checks are required and where in Mr. Cicchetti's evidence he has
15		made these checks.
16	(f)	Please provide the current Prime rate in the US and Canada and the
17		current long term (30 year) government bond rates.
18	(g)	Currently the difference between the two rates in (f.) above is 1.0%
19		and 0.50% respectively please confirm that if the rate differentials are
20		subtracted from his range of estimates the result is a range of either
21		8.0%-8.60% based on Prime or 8.50%-9.1% based on long
22		government bond yields.

1		(h) P	lease confirm that the current allowed formula ROE of 8.50% is within
2		th	ne range indicated in (g.) above once basic differences between the US
3		aı	nd Canada are accounted for.
4	CA-PUB-5	Re: 1	Mr. Cicchetti cites the Board's three reasons for changing the formula
5		ROE	on page 4 and discounts two of them focusing on changes in financial
6		mark	et conditions.
7		(a)	Mr. Cicchetti cites "particularly" low Canadian long term bond yields.
8			Is he referring to the nominal bond or the real return bond? Did he
9			consult both to understand why these rates have changed and the
10			conditions in the long term Canada bond market?
11		(b)	Can Mr. Cicchetti provide the yields on both the nominal and real 30
12			year Canada bond yield monthly for the last five years and discuss in
13			detail whether either or both have been "particularly" low over the
14			last year.
15		(c)	Can Mr. Cicchetti explain what he understands by the break-even
16			inflation rate (BEIR) and whether changes in inflationary expectations
17			affect the real or the nominal bond yield?
18		(d)	Mr. Cicchetti provides no data on Canadian utility shares. Please
19		,	provide the data and supporting documentation to justify the
20			statement that their "declines" in value have been unique relative to
21			past business cycles or the Canadian capital market.
22		(e)	Mr. Cicchetti claims that Canada has experienced "relatively high"
23			corporate bond yields and yet provides no data except for the last two
			<u>.</u>

1 years to support the claim that they have been unique. Please provide 2 the supporting documentation and all data relied on for the claim that 3 the latest corporate bond yield on June 2009 of 5.98% is in any way 4 unique or is relatively high or anything out of the ordinary in view of 5 the current stage in the business cycle. Modern portfolio theory and efficient markets page 7 6 CA-PUB-6 Re: 7 Please indicate in view of Mr. Cicchetti's support of modern portfolio (a) 8 theory, efficient markets and beta why he has not presented a cost of 9 equity estimate based on the CAPM or any of its variants? 10 (b) Mr. Cicchetti refers to betas many "documented drawbacks." Please 11 provide citations and references in the literature to these "documented 12 drawbacks" and why nothing specific is mentioned in his testimony. 13 Has Mr. Cicchetti reviewed the basis for allowing fair ROEs in (c) 14 Canada, if so is he aware that in almost all cases they are based on 15 estimated fair rates of return from a CAPM or its variants? 16 (d) Is Mr. Cicchetti aware of RH-1-2008 the most recent decision of the 17 National Energy Board that based its recommended award exclusively 18 on the CAPM with estimates of approximately 7.4-9.0%. 19 (e) If Mr. Cicchetti has not reviewed Canadian board decisions in terms 20 of estimating the fair rate of return, please explain why the Board 21 should place any weight on his evidence.

1	CA-PUB-7	Re: The Newfoundland Economy discussion on page 11
2	(a)	Mr. Cicchetti seems to review the basic information in the
3		Conference Board of Canada's forecast for the Newfoundland and
4		Labrador economies. Please explain in full how this has affected his
5		recommendations since they are based exclusively on US sample of
6		firms.
7	(b)	Please indicate how Mr. Cicchetti's recommended ROE would
8		change if the Newfoundland and Labrador economies were stronger
9		than the discussion on page 10-11 indicates.
10	CA-PUB-8	Re: Discussion of capital markets on page 11
11	(a)	Please provide all documentation and citations to the literature to
12		support the assertion that changes in the yields on utility debt and
13		their share prices have increased utilities required returns, given that
14		no such documentary support is in Mr. Cicchetti's evidence.
15	(b)	Please confirm that the Board of Commissioner's is tasked with
16		awarding a fair return for the forward test year and that what matters
17		is future capital market conditions not what has happened over the
18		past year.
19	(c)	Given (b) above is it Mr Cicchetti's judgment that US Treasury
20		Secretary Geithner will repeat the policy mistakes of his predecessor
21		and throw the world into another serious recession in the upcoming
22		test year? If so please provide the evidentiary support for such a
23		proposition.

1	(d)	Please	provide the current volatility estimate from the VIX and MVIX
2		and pro	ovide a graph showing how this volatility has changed over the
3		last two	o years.
4	(e)	Mr. Ci	cchetti refers to utility yields and yet in his evidence he only
5		docum	ents "A" yields. Please provide a chart and table of "A" bond
6		yields a	and Newfoundland Power (or another Canadian A rated utility)
7		bond y	ields monthly for the last five years.
8	(f)	Mr Cic	chetti expects Canadian yields to increase. Please confirm that
9		this als	so means Newfoundland Power's allowed ROE will increase
10		accord	ing to the ROE formula. Please provide his estimate of the
1		allowe	d formula ROE consistent with his bond yield forecast.
12			
13	CA-PUB-9	Re: In	dustry Overview
14	Mr.	Cicchetti	makes a number of statements without any supporting
15	docur	mentatio	n, please:
16		a.	Provide an analysis of the price behavior of Canadian utility
17			stocks relative to the stock market in general over the last two
18			years and indicate whether he regards anything as anomalous;
19		b.	Please indicate whether he believes that Newfoundland Power
20			is affected by volatile fuel prices and if so how. In particular
21			please graph Newfoundland Power's fuel prices on a monthly
22			basis for the last five years against the AECO price for natural
23			gas and comment on which he regards as riskier.
24		c.	Please indicate Newfoundland Power's increasing
25			infrastructure and environmental requirements, the
26			documentary support for his conclusion and how they have

1			affected his recommendations since they stem from US
2			utilities.
3		d.	Mr. Cicchetti claims that Newfoundland Power has suffered
4			declining sales. Please provide the company's sales on an
5			annual basis for the last ten years. Also please confirm that
6			Newfoundland Power is regulated on a cost of service basis
7			and its revenue requirement is determined by the Board of
8			Commissioners.
9		e.	Further to d) if Newfoundland Power is a stable utility
10			experiencing no growth, since many of its costs are fixed in
11			nominal dollars can Mr. Cicchetti confirm that its sales
12			growth rate will be less than the rate of inflation and may in
13			fact decline?
14	CA-PUB-10	Mr. C	Cicchetti claims that declining ROEs resulting from formula
15		ROEs	may challenge utility credit metrics and consequently access to
16		capita	d. Please
17		a.	Confirm that Newfoundland Power was just upgraded two
18			notches by Moody's with no mention of any changes in either
19			the ROE formula or deemed common equity ratio.
20		b.	Confirm that US utilities have both higher allowed ROEs and
21			greater deemed common equity ratios than their Canadian
22			peers. If not please provide a table with both financial
23			variables for the population of US utilities and Canadian ones
24		c.	Confirm that the median bond rating for a utility in Canada is
25			A (Low) whereas in the US it is BBB and that Canadian
26			utilities have better financial market access on weaker credi-
27			metrics than their US peers. If Mr. Cicchetti can not confirm
28			please provide the DBRS and S&P bond ratings for the

1			utilities in b) above.
2		d.	Explain why Canadian utilities have better market access than
3			their US peers and why Moody's upgraded Newfoundland
4			Power by two notches without requiring the significant boost
5			in allowed ROE recommended by Mr. Cicchetti.
6	CA-PUB-11	Re:	Newfoundland Power's company overview pages 13-15
7		a.	Mr. Cicchetti provides a brief overview of the company. Can
8			he please explain how this discussion was factored into his
9			recommendations given that they are based solely on a sample
10			of US utilities.
11		b.	Can Mr Cicchetti explain in detail how he came to the
12			conclusion that Newfoundland power is equivalent in risk to
13			his US proxies, that is, what explicit checks did he conduct to
14			validate his choice of proxies.
15	CA-PUB-12	Re:	Mr. Cicchetti's estimation techniques page 16
16		a.	Please confirm that Mr. Cicchetti uses two direct DCF
17			estimates on samples of US electric and gas utilities and one
18			risk premium test which in turn is based on monthly DCF
19			estimates for an index of firms. If not please explain in detail
20			how his estimation procedures do not rely on DCF estimates.
21		b.	Please indicate any decision by a Canadian regulatory board
22			that has awarded a fair ROE based entirely on DCF estimation
23			procedures at any time over the last 20 years.
24		c.	Please indicate any decisions by a Canadian regulatory board
25			that has placed even partial weight on DCF based

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29

- recommendations. In this case please indicate the decision and the weight placed on any DCF estimates.
- d. Please provide all documentary support for the assertion that DCF models are the "most commonly used approach for estimating a utility investor's required return on common equity capital."
- e. Please provide any documentary support to the notion that the DCF model is a commonly used technique for estimating the required rate of return for any type of firm, utility or otherwise.
- f. At page 17 Mr. Cicchetti refers to the way in which a bond yield to maturity is calculated. Please confirm:
 - i. Given that the yield is the discount rate that's sets the present value of the contractual payments equal to the current market value, this yield is often referred to as a promised yield since it relies on the payers promise to make the contractual payments. If not why not.
 - ii. Please confirm that only in the case of the Government of Canada is such a promise default free which is why the only yield to maturity which is also an expected rate of return is the yield on a Government of Canada bond, if not why not and explain in detail.
 - iii. Further to (f.ii)., please confirm that default risky bonds have no limits on their yield, which as result exceeds the investors expected rate of return. For example, bonds issued by companies close to default like GM often have yields close to 100% but investors do not expect to earn that rate of return since default

1				is likely. If not why not.
2			iv.	Given (f.iii) please explain in detail and provide
3				citations to the literature of the relevance of
4				comparing an expected rate of return on a share (from
5				the DCF model since the cash flows are expected not
6				contractual) with a promised yield on a default risky
7				bond.
8	CA-PUB-13	At pa	ge 12 M	r. Cicchetti asserts that "equity investors require a risk
9		premi	ium ovei	the cost of debt," please:
10		(a)	Confi	rm that Mr. Cicchetti is referring to government of
11			Canad	la debt costs not corporate debt costs, since it is not
12			conce	ptually correct to compare promised yields with
13			expec	ted rates of return. If not why not.
14		(b)	Confi	rm that at several times in the past Canadian utility
15			regula	tors have allowed fair ROEs less than the Government
16			of Car	nada long term bond yield, since bond yields contain
17			protec	ction from inflation in the yield both in terms of the
18			expec	ted rate of inflation and any inflation risk premium.
19		(c)	Please	confirm that the Brigham, Shome and Vinson paper
20			referre	ed to looked at US risk premia and showed that they
21			declin	ed with significant inflation due to the factors
22			menti	oned in (13b) above, if not why not.
23		(d)	Please	confirm that the idea that equity requires a higher rate
24			of retu	ırn than Government bond yields is true on an after tax
25			basis.	However, with different tax treatment the before
26			persor	nal tax cost of debt can exceed the equity cost.
27		(e)	Given	13(d) above has Mr. Cicchetti done any analysis of the
28			differe	ences in the tax code in Canada between different
29			source	es of investment income and whether the tax treatment

1			is the same as in the US as is implicitly assumed by using
2			estimates from the US capital market.
3		(f)	Can Mr Cicchetti confirm that preferred shares in Canada
4			routinely sell on lower yields than equivalent maturity
5			government of Canada debt due to the differential tax
6			treatment despite being unambiguously riskier? If not can he
7			explain in detail why he feels this is not relevant to
8			recommending a fair ROE for a dividend rich utility like
9			Newfoundland Power?
10	CA-PUB-14	Re:	Canadian samples of firms
11		(a)	Can Mr. Cicchetti confirm that he did not use estimates for
12			any Canadian firms because "none of them were similar to
13			Newfoundland Power and had long term analyst forecasts for
14			growth, earnings return on equity or dividends."
15		(b)	Please indicate what analysis Mr. Cicchetti did of the
16			Canadian firms that lead him to believe that they were not
17			similar to Newfoundland Power. In particular can he confirm
18			whether or not he did the following and if he did provide the
19			supporting documentation:
20			i. An analysis of their ability to earn their allowed ROE;
21			ii. An examination of their use of deferral accounts;
22			iii. An analysis of their deemed common equity ratios;
23			iv. An analysis of their stock market betas;
24			v. An analysis of equity or bond credit reports indicating
25			that the companies were not used as comparables and
26			the reasons for the decision;
27			vi. An analysis of recent regulatory decisions

1	c.	Is Mr Cicchetti aware that both the Alberta Utilities Commission and
2		the BC Utilities Commission adjust for differences in business risk by
3		adjusting deemed common equity ratios and then allow a common
4		ROE (with a premium by the BCUC) for different utilities under their
5		jurisdiction including both gas distribution companies and electric
6		transmission and distribution companies? If he is aware of this why
7		does he believe there are no comparables to Newfoundland power in
8		Canada when other regulatory bodies have in effect decided there are?
9	d.	In terms of the analyst growth forecasts, can Mr. Cicchetti confirm
10		that these forecasts are only needed for the DCF tests, and that you
11		can still estimate a DCF equity cost without such forecasts. If not
12		why not.
13	e.	Further to 3) above if the analyst forecasts are only needed for the
14		DCF test can Mr. Cicchetti confirm that he ruled out the Canadian
15		firms simply because he couldn't do his one form of DCF test using
16		them?
17	f.	Can Mr Cicchetti provide copies of all testimony presented by him
18		over the last two years and indicate the tests that he performed and the
19		sample of firms that he used. It would be sufficient to indicate that all
20		his evidence over the last two years is based on the same techniques
21		and samples presented in this hearing if that is the case.
22	CA-PUB-15	Re: Comparability of US companies, page 19
23		
24	a.	Mr Cicchetti claims that US utilities are comparable because they
25		have similar operating and regulatory environments. Would he agree
26		that the same logic applies to US and Canadian banks in that they are
27		all regulated under the same BIS guidelines and operate with the same
28		technology?

1	b.	Would Mr Cicchetti regard US and Canadian banks as equivalent in
2		risk given that no Canadian banks have suffered any serious problems
3		during the current recession whereas all 19 of the largest US banks
4		have accepted TARP funding and many more have gone bankrupt
5		requiring the biggest rescue operation on the part of the US
6		government for 70 years? If not why not.
7	c.	Can Mr. Cicchetti confirm that market integration simply means that
8		capital can flow freely between two markets but that does not mean
9		that the rate of inflation or risk is the same? If not please provide any
10		supporting documentation and citations to the literature that indicates
11		that nominal rates of return should be the same in two integrated
12		markets that differ in terms of inflation, taxes and foreign exchange
13		rate risk where there are with-holding taxes.
14	d.	Please confirm that rating agencies simply predict the probability and
15		consequences of default. They do not estimate fair rates of return or
16		capital market conditions or even comment on nominal debt costs.
17	CA-PUB-16 R	e: Discounted cash flow analysis on page 21
18	a.	Mr. Cicchetti states that "in order to take advantage of specific
19		dividend forecasts for the next five years provided by Value Line"
20		Please confirm that both Mr Cicchetti's analysis and choice of
21		companies is driven by the availability of Value Line forecasts rather
22		than finding the best comparables for Newfoundland Power. If not
23		please explain this sentence.
24	b.	Please provide the underlying data used for the DCF estimates and
25		provide the estimates individually for each company in MAC 10-11.
26	c.	Please confirm that the issue cost adjustment is based on US capital
27		market experience. If not please provide all data relied on to estimate

market experience. If not please provide all data relied on to estimate

1		issue cost for Canadian companies. Is Mr. Cicchetti aware that
2		Canadian investment banks operate under slightly different
3		regulations, in particular bought deals are common in Canada and not
4		allowed in the US, so that issue costs are generally lower?
5	d.	Please confirm that the resulting DCF estimates of 9.53% for electric
6		and 9.57% for gas utilities are US estimates reflecting US investor
7		behavior, monetary policy, taxes and capital markets. If not why not.
8	e.	Please indicate all analysis that Mr Cicchetti has done to indicate that
9		risk premia are the same in the US as Canada. In particular is Mr.
10		Cicchetti aware that Canadian risk premia have historically been
11		regarded as 1.0% lower than in the US due to differences in monetary
12		policy, taxes, regulations etc?
13	f.	Can Mr Cicchetti confirm that the US betas in MAC 8 and 9 are
14		adjusted betas in that the actual betas are adjusted with 1.0? If not
15		why not.
16		i. Can Mr Cicchetti provide references to any Canadian
17		regulatory decision that has accepted the use of adjusted
18		betas?
19		ii. Can Mr Cicchetti provide references to any literature that
20		indicates that utility betas regress towards the overall market
21		mean of 1.0 rather than the utility mean of about 0.50?
22		iii. Can Mr Cicchetti please un-adjust the Value Line betas to
23		provide the actual direct beta estimates for the firms in MAC
24		8&9.
25		iv. Can Mr Cicchetti confirm that if the utility beta is 0.50 then
26		he should reduce his US risk premium estimates by about
27		0.50%, which is the beta of 0.50 times the lower Canadian
28		market risk premium. If not why not.
29		v. Can Mr Cicchetti further confirm that if he reduces his US

1			estimates for the 0.50% lower utility risk premium and 0.50%
2			lower risk free rate in Canada his resulting estimated ROE
3			range is 8.0%-8.60%, if not why not?
4	g. In term	ns of N	Ir. Cicchetti's risk premium model:
5		i.	Can he confirm that this is based in the same DCF model as
6			his other two estimation techniques?
7		ii.	Can Mr Cicchetti confirm that if the risk premium is higher in
8			the US then all these estimates would be higher than for
9			similar firms in the Canadian capital market, if not why not?
10		iii.	Can Mr Cicchetti provide for each month the DCF equity cost
11			estimate for the index broken out into its dividend yield and
12			growth components and explain how this series differs from
13			that in Ms. McShane's evidence?
14		iv.	Can Mr Cicchetti please run a simple OLS regression of the
15			two components of the risk premium against the US treasury
16			yield and report the results.
17	CA-PUB-17	Re: (Critique of Ms. McShane's testimony page 30
18	A.	Mr. C	Cicchetti points out that basic financial theory indicates that the
19		mark	et to book ratio increases if the allowed ROE exceeds that
20		requi	red on page 30, please:
21		i.	Provide the market to book ratios for his samples of US
22			utilities for each year (annual basis) going back to 1990 and
23			discuss whether he thinks their allowed ROE have been fair.
24		ii.	Please provide the allowed ROEs for each firm in his sample
25			going back to 1990 and indicate when they were rate
26			reviewed and their allowed ROE changed.

1	В.	i. Given that Canadian utilities have their ROE changed
2		annually and there is little regulatory lag, in Mr Cicchetti's
3		judgment does this affect their risk relative to his US utility
4		group? If not why not?
5		ii. Please provide the market to book ratios back to 1990 for the
6		Canadian utilities that Mr. Cicchetti examines on page 18 and
7		rejects since he can't use his DCF model to estimate their
8		required rate of return.
9		iii. Would Mr Cicchetti agree given his statement about market
10		to book ratios that even if he can't use his DCF model on the
11		Canadian utilities he can make inferences about the fairness
12		of their allowed ROEs by looking at their market to book
13		ratios? If not why not, given the comments on page 30?
14	CA-PUB-18	Re: Appendices and supporting exhibits
15		
16	(A)	Please indicate why in MAC-4 there is a blue chip forecast of the US
17		economy rather than Canada's.
18	(B)	Please indicate where in any of the tables there is any mention of a
19		Canadian company, either as comparable or as forecast?
20	(C)	Please confirm that in his exhibits the only Canadian data used by Mi
21		Cicchetti is the interest rate data provided in answer to PUB-NP-4
22		and the Conference Board forecast provided in the pre-field evidence
23		by the company.
24		
25	CA-PUB-19	Please provide copies of the rate of return and related articles which
26		Mr. Cicchetti published (referred to at p. 2 of his report).
27	CA-PUB-20	Please indicate for whom Mr. Cicchetti provided testimony, before

1		what boards, and upon what topics over the past fifteen (15) years.
2	CA-PUB-21	Please indicate the time over which Mr. Cicchetti held the positions
3		he refers to over pages 1 and 2 of his report.
4	CA-PUB-22	Is Mr. Cicchetti being asked by the Board to file written commentary
5		upon the evidence of Dr. Lawrence Booth in this hearing. If so, when
6		does he expect to be filing the same?
7	CA-PUB-23	Has Mr. Cicchetti consulted any previous testimony submitted by cost
8		of capital consultants on behalf of the Board in any prior hearings?
9	CA-PUB-24	Please indicate the weight placed by the Board's previous consultants
10		in prior hearings on the following estimation techniques:
11		(a) Risk premium
12		(b) Discounted cash flow
13		(c) Adjusted comparable earnings
14	CA-PUB-25	Please explain in detail how Mr. Cicchetti's reliance on Discounted
15		Cash Flow differs from how it was used by previous Board-called
16		cost of capital experts.
17	CA-PUB-26	Please explain in detail why Mr. Cicchetti has not presented
18		traditional risk premium evidence or adjusted comparable earnings
19		evidence in this application.

DATED at St. John's, in the Province of Newfoundland and Labrador, this 21st day of August, 2009.

Thomas Johnson
Consumer Advocate
323 Duckworth Street
St. John's, NL A1C 5X4

Telephone: (709) 726-3524 Facsimile: (709) 726-9600

Email: tjohnson@odeaearle.nf.ca

CEL F:\OE\Consumer Advocate\Cicchetti Document (August 19 2009) Final.wpd