

1 **Q. Has the number of Curtailable Service customers changed since October 2007?**
2 **Have any Curtailable Service customers indicated an interest in opting out of the**
3 **service option?**
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5 A. The number of Curtailable Service Option (“CSO”) customers has changed since October
6 2007. As of October 2007, there were 20 customers on the CSO. At the conclusion of
7 the most recent winter season ending March 2009, there were 23 customers availing of
8 the CSO, reflecting the addition of four customers and the loss of one customer.
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10 Newfoundland Power initiates contact with each customer on the CSO before the
11 beginning of the winter season. This is to ensure the customer is operationally ready for
12 any curtailment requests and to answer any questions.
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14 Prior to the beginning of 2007-08 winter season, one customer indicated they would not
15 be able to continue under the CSO because their facility was undergoing renovations.
16 When contacted prior to the 2008-09 winter season, the customer indicated they were still
17 not in a position to resume participation in the CSO.