

1 Q. **Reference: Exhibit 1 - Supplemental Evidence on Hydro's Rate Stabilization**
2 **Plan - Surplus Refund Plan**

3 Did Lummus Consultants' research consider any aspect of customer service or
4 customer satisfaction associated with the delivery of the rebates included in its
5 examples? (Supplemental Evidence on Hydro's RSP Surplus Refund Plan, Section 3,
6 Page 6)

7
8
9 A. Lummus Consultants did not research customer service or customer satisfaction
10 associated with the delivery of the rebates beyond what may have been in the
11 commission orders or other information relied on.