

- 1 Q. Further to the response to Requests for Information SR-PUB-NLH-003, please  
 2 expand the table provided to compare the cost of disposition of the refund using  
 3 historical consumption over the period 2007 to 2013 to the cost of Hydro's  
 4 proposed approach.  
 5  
 6  
 7 A. Please refer to the table below which has been updated to include the *total* and  
 8 *incremental* costs to Hydro related to both the "Historical" and "Proposed" refund  
 9 scenarios. Hydro recommends that each utility apply to the Board to recover its  
 10 reasonably incurred *incremental* costs. Please also refer to Hydro's response to SR-  
 11 PUB-NLH-022.  
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Scope	Estimated Total Costs (Historical Method)	Estimated Incremental <sup>1</sup> Cost (Historical Method)	Estimated Total Costs (Proposed Approach)	Estimated Incremental <sup>1</sup> Costs (Proposed Approach)
Data Retrieval & System Modifications	\$30,000	\$0	\$30,000	\$0
Customer Communications & Advertising	\$210,000	\$210,000	\$30,000	\$30,000
Customer Identification & Contact	\$30,000	\$30,000	\$0	\$0
Refund Processing	\$130,000	\$35,000 <sup>2</sup>	\$5,000	\$10,000 <sup>3</sup>
Increased Call Centre Activity	\$125,000	\$30,000	\$70,000	\$25,000
<b>Total</b>	<b>\$525,000</b>	<b>\$305,000</b>	<b>\$135,000</b>	<b>\$65,000</b>

<sup>1</sup> Costs in these columns represent the incremental costs to Hydro.

<sup>2</sup> Amounts include cheque processing costs for an estimated 8,600 customers.

<sup>3</sup> Amounts include cheque processing costs for an estimated 2,500 customers.