

1 Q. Page 11, lines 11-13 of the Evidence – Provide the analysis Hydro completed
2 showing the estimated scope and cost of the administrative effort that would be
3 required if historical electricity consumption were used as the basis for allocating
4 the refund.

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7 A. The estimated scope and cost of the administrative effort that would be required if
8 historical electricity consumption over the 2007 to 2013 period were used as the
9 basis for allocating the refund is provided below.

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Scope	Estimated Cost
Data Retrieval and System Modifications	\$30,000
Customer Communications and Advertising	\$210,000
Customer Identification and Contact	\$30,000
Refund Processing ¹	\$130,000
Increased Call Centre Activity	\$125,000
Total	\$525,000

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¹ Refund Processing cost does not include costs for rebate cheque processing.

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13 Hydro has no basis on which to estimate the number of customers who will request
14 the cheque option.