

1 Q. (GRA, Volume II, Exhibit 9 – Cost of Service Study/Utility and Industrial Rate Design
2 Report, page 7)

3 The Lummus report states “There is an argument to be made that if customers
4 want to take advantage of opportunities to reduce their own costs through
5 curtailment then there is no “inconvenience” as it is an economic decision”. Please
6 provide a list of references where customers have indicated that there is no
7 inconvenience when their power supply is interrupted. Does Hydro’s customer
8 survey support the notion that customers are not inconvenienced when their
9 supply is interrupted? If so, please provide details.

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12 A. The argument to be made is that the economic benefit gained from any voluntary
13 curtailment outweighs the inconvenience of the curtailment; otherwise, the
14 customer would not agree to the arrangement. Hydro has not undertaken a
15 customer survey in this regard. In cases where the customer would otherwise not
16 require electricity during the curtailment period, there is no inconvenience.