

1 Q. **Re: IN-NLH-124**

2 “For service requests that are within Hydro’s service area ...”

3 Please define Hydro’s “service area”, making reference to laws and regulations as
4 appropriate.

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7 A. The term “service area” is not defined in the *Public Utilities Act* or Regulations. The
8 term is used by Hydro in IN-NLH-124 to refer to areas or electrical systems in which
9 Hydro has customers and provides service to them. The *Public Utilities Act* does use
10 the term “territory” with regard to service, though the term is not defined in the
11 Act. From the context (Section 39), the term territory appears to be used for the
12 purpose of differentiating the service territories of different utilities with a view to
13 preventing conflicts between utilities that are competing to serve adjacent
14 customers or geographical areas.

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16 In the context of IN-NLH-124, the term “service area” delineates those areas where
17 Hydro serves customers from those where it does not. For example, in the case of
18 Natuashish, Hydro does not own any of the electrical system and the residents and
19 businesses in that community are not Hydro’s customers. Rather, Hydro provides
20 operations and technical functions to MIFN which does own the electrical system.

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22 Section 54 of the *Public Utilities Act* provides that a prospective customer of a utility
23 that wishes to be served may apply to a utility for service where that utility has
24 transmission or other plant of a suitable nature situated within 100 metres of the
25 customer’s premises. Section 55 provides for a process where that distance is
26 greater than 100 metres. It could be argued that a customer who is in close

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- 1 proximity to a utility that owns distribution or transmission plant of a suitable
- 2 nature is within that utility's service territory or service area.