

1 Q. NLH has proposed substantial percentage increases in rates for Labrador
2 Interconnected customers but the actual changes in rates, as decided by the Board,
3 could entail smaller increases or even decreases. With this uncertainty, what
4 guidance can NLH give to its Labrador Interconnected customers with respect to
5 their electricity consumption decisions and the full cost of electricity that they will
6 face, for the period from January 1, 2014 to Board's ruling on the NLH's 2013 GRA?

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9 A. As outlined in the response to IR-LWHN-NLH-004, Hydro's February 11, 2014
10 Amended Interim Rates Application proposes that Labrador Interconnected
11 Customers be subject to a deferral and recovery mechanism. Until the Board rules
12 on this matter, as well as the broader issue of Hydro's GRA including the proposed
13 revenue requirement, there will be some uncertainty in the cost of electricity for all
14 customers. Hydro encourages customers to make informed energy use choices and
15 use electricity efficiently regardless of the electricity rate charges. Incentive
16 programs offered through takeCHARGE to provide assistance to customers in their
17 efforts to conserve were described in response to IN-NLH-023 and IN-NLH-015 in
18 Hydro's GRA. Customers can also visit www.takechargetnl.ca for additional tips on
19 ways to conserve.