

1 **Q. Has the number of Curtailable Service customers changed in the past 5 years? Have**  
2 **any Curtailable Service customers indicated an interest in opting out of the service**  
3 **option?**  
4

5 A. The number of Curtailable Service Option (“CSO”) customers has changed in the past 5  
6 years. For the 2007-2008 winter season there were 20 customers on the CSO. At the  
7 conclusion of the most recent winter season ending March 2012, there were 21 customers  
8 availing of the CSO.  
9

10 Newfoundland Power initiates contact with each customer on the CSO before the  
11 beginning of the winter season. This is to ensure the customer is operationally ready for  
12 any curtailment requests and for the Company to answer any questions the customer may  
13 have.  
14

15 The number of customers fluctuates somewhat from year to year. In the past 5 year there  
16 were six customers that joined the CSO and five left the CSO. Some of the customers  
17 that opted out of the CSO did so due to operational difficulties in curtailing successfully  
18 on a regular basis.