

1 Q. **Projects over \$50,000 but Less Than \$200,000**

2 Tab 26 Install Automated Meter Reading, Various Sites:

3 What is the basis for Hydro's statement that the ability to provide more detailed
4 energy usage statistics to customers to track consumption patterns helps to
5 promote energy efficiency?
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8 A. The statement above is based on the fact that the automatic meter reading (AMR)
9 system provides more energy consumption data points than that available from a
10 single monthly manual meter reading. For example, Hydro's Customer Service
11 Representatives (CSRs) can access daily energy consumption information for
12 customers who are metered by the AMR system. This provides more data that
13 enables CSRs to better discuss and resolve consumption inquiries, and to help
14 customers understand when their energy consumption is higher than the customer
15 might expect. This in turn aids with energy efficiency discussions and the
16 promotion of Hydro's takeCHARGE energy efficiency programs.