

1 Q. **Reference: PUB-NLH-022.** In its response, Hydro states that it is reviewing its
2 customer conservation initiatives, used in the December 2013/January 2014 power
3 disruptions, as part of its internal review. Has that review of customer conservation
4 initiatives been completed? What enhanced or new customer conservation
5 initiatives have been identified by that review? Will any enhanced or new customer
6 conservation initiatives be in effect for December 1, 2014?

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9 A. In the area of customer conservation initiatives, Hydro and Newfoundland Power
10 have been working jointly to develop a plan for customer notification, should a
11 conservation request be required. This will include key conservation messaging for
12 both residential and commercial customers, which has been completed. Customer
13 research is being completed to gauge customer expectations, which will aid
14 development of the plan and help with advance notification planning. The
15 customer research and planning will be completed before December 1, 2014.