

1 Q. Has Hydro reviewed its customer conservation program efforts of December
2 2013/early January 2014 and have any improvements been identified? If yes,
3 describe the review and improvements identified. If no review has been initiated,
4 why not?

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7 A. Hydro did implement customer conservation communication initiatives in January
8 2014. Hydro is reviewing its customer conservation initiatives used during the
9 power disruptions as part of its internal review.