

1 Q. Please describe the organization responsible for providing customer service to large  
2 commercial, industrial customers and key accounts, detailing roles and  
3 responsibilities.

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6 A. Hydro's Customer Service department is responsible for coordinating service to  
7 large commercial customers. For commercial customers, all new requests for  
8 service are directed to Customer Service, which coordinates with Transmission and  
9 Rural Operations (TRO) on technical, load, site details, and contribution in aid of  
10 construction determination. After commercial customers are connected, TRO and  
11 Customer Service may work together to resolve any issues or concerns that a  
12 customer may have. TRO also has contact lists for key customers that are provided  
13 advance notice of scheduled power interruptions.

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15 Hydro's System Operations department is responsible for ongoing management of  
16 service to Industrial Customers. System Operations has annual meetings with the  
17 Industrial Customers to discuss the upcoming year's maintenance planning  
18 activities. System Operations management/supervisory personnel and Energy  
19 Control Centre also have direct telephone access with management/supervisory  
20 personnel of the Industrial Customers and their control rooms to discuss any issues  
21 that may affect service to Industrial Customers.