

BOARD STAFF INTERROGATORY #11

INTERROGATORY

Ref: Operating Costs – Customer Care / CIS Update
Exhibit D1 / Tab 3 / Schedule 1

Preamble:

The definition of customer used for determining Customer Care / CIS revenue requirement includes both active and locked customers.

Question(s):

a) Please explain how the combined active and locked customer count (2,197,291) is derived.

RESPONSE

The active component is based on the Unlocks customer count. The locked component is based on a historical average of the count of locked meters during the year. These accounts are included as there are ongoing customer care costs to service customers with locked meters.

Witness: D. McIlwraith