

1 Q. (Reference 2017 GRA Volume II, Exhibit 3, page 8) It is stated (line 13) “*The strategic*  
2 *plan is being reviewed and refreshed in 2017 to take Hydro into 2020*”. When will  
3 this plan be made available to the Board?

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6 A. Hydro’s Customer Service strategy for 2018-20 will be completed by the end of  
7 2017 and will be made available to the Board in the first quarter of 2018.