

1 Q. (Reference 2017 GRA Volume II, Exhibit 4) Please confirm that the survey
2 determined that electricity customers in the Province want to know if they are
3 paying or receiving a subsidy and that they would expect that such information be
4 identified on their electricity bills and elsewhere. Does Hydro's customer service
5 strategy include adding more information to electricity customer bills?

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8 A. The results of the research conducted by Corporate Research Associates confirm
9 that electricity customers in the Province want to know if they are paying or
10 receiving a subsidy.