

1 Q. **Volume 1 (1st Revision), Chapter 2: Customers**

2 What cost has Hydro incurred since July 2016 to implement and provide after-hours
3 customer support using a third-party vendor? (Volume I
4 (1st Revision), Chapter 2: Customers, Page 2.6, Lines 17-18)

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7 A. Since July 2016, Hydro has incurred monthly support charges totalling \$32,296 for
8 the after-hours customer support using a third-party vendor.