

1 Q. **Volume II (1st Revision), Exhibit 3: Customer Service Roadmap**

2 Please provide a copy of the “target operating model rapid assessment” completed
3 by Ernst & Young regarding Hydro’s Customer Service Roadmap and the cost of
4 completing that assessment. (Volume II
5 (1st Revision), Exhibit 3: Customer Service Roadmap Update, Page 1, Lines 13-14)

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8 A. Please refer to Hydro’s response to PUB-NLH-081, Attachment 1 for a copy of the
9 Ernst & Young report – Target Operating Model Assessment. The cost of the
10 assessment was \$43,803.