

1 Q. **Exhibit 3**

2 Page 7, line 16 – Describe the intended purpose and scope of the revenue  
3 protection strategy.

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6 A. The purpose of the Revenue Protection Strategy is to ensure Hydro has controls in  
7 place to reduce the risk of revenue loss that may occur as a result of revenue  
8 metering equipment failures, meter reading errors or estimates, billing errors,  
9 operational procedure errors, and unauthorized use of service. This policy will guide  
10 Hydro employees and contractors to ensure Hydro is collecting correct revenue  
11 from the sale of electricity. Specifically, the Revenue Protection Strategy will focus  
12 on accounting of meter inventory, including storage, installation, commissioning,  
13 inspection, and retirement. As well, it will provide direction for prompt  
14 investigation of abnormal energy consumption to ensure accurate and timely  
15 customer billings. It will also govern fixed billing of non-metered accounts, such as  
16 street and area lighting, and charges for engineering services requested by  
17 customers or third parties.