

1 Q. **Exhibit 4**

2 Page 9, lines 8-26 – Explain the action Hydro has taken to investigate each concern
3 it identified with providing the rural subsidy on customers’ bills.

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6 A. Hydro has conducted a jurisdictional scan of other utility practices, and completed a
7 consumer survey of electricity customers in Newfoundland and Labrador. Based on
8 the varied practices of other jurisdictions, and findings of the consumer survey, the
9 concerns in the above reference were provided in the report to indicate the
10 potential issues of providing rural subsidy information to electricity customers in
11 this province. Since these concerns can impact both Hydro and Newfoundland
12 Power, and the customers of each utility, Hydro has not yet taken action to address
13 each concern, but will work with Newfoundland Power to jointly develop a plan on
14 how best to communicate information on the Rural Deficit. The plan will consider
15 concerns identified by Hydro and Newfoundland Power. Please refer to Hydro’s
16 response to PUB-NLH-086 for more information.