

1 Q. **Exhibit 4**

2 Page 10, lines 18-21 – Provide the timeline for the development of the proposed
3 communications plan.

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6 A. Hydro recognizes the importance of educating customers and stakeholders on the
7 provincial electricity system and is working hard to provide customers with
8 information that is important to them in an open, transparent manner. Hydro will
9 work with Newfoundland Power to develop a joint communications plan identifying
10 the most effective method(s) and approach to providing information about rural
11 rate subsidization to customers. Hydro anticipates that ongoing consultation with
12 Newfoundland Power, as well as any decisions resulting from the current rate
13 application, will continue to inform the development of the communication plan.
14 Hydro will provide an update on the plan to the Board by December 15, 2017.