

1 Q. In Appendix "E", page 5 of 7 – the Net Metering Interconnection Agreement, Hydro
2 has proposed a Dispute Resolution. Hydro's proposal involves discussion between
3 parties regarding the dispute but provides no dispute resolution mechanism.

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5 (a) Provide particulars as to what dispute resolution Hydro proposes to resolve
6 a dispute?

7 (b) Is Hydro proposing third party arbitration or mediation?

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10 A. (a) In the event of a dispute in connection with the Net Metering Program,
11 Hydro shall meet with the customer and endeavor to resolve the dispute by
12 negotiation. Hydro has taken this approach as it recognizes that arbitration can be a
13 costly endeavour. This is currently reflected in Appendix E to Schedule 1 of Hydro's
14 Application. However, Hydro is not opposed to revising section 8.1 of its proposed
15 Net Metering Interconnection Agreement to reflect that in the event that resolution
16 cannot be achieved, then such dispute or difference shall be submitted for
17 resolution by written submissions to a single arbitrator chosen by the customer
18 from a list provided by Hydro.

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20 (b) Please refer to Hydro's response to item (a) above.