

1 Q. What steps will be taken by Hydro to ensure that the administrative burden on  
2 customers is not a barrier to market entry? For example, will Hydro establish the  
3 equivalent of a one-stop shop so that a single point of contact is assigned to each  
4 net metering applicant to see the project through from initiation to implementation  
5 including conclusion of the interconnection agreement, thus easing the  
6 administrative burden on applicants?  
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9 A. Hydro's net metering application and connection processing procedures are  
10 currently under development. It is Hydro's intention to ensure that the process will  
11 minimize the burden on the customer. Hydro is building on processes already in  
12 place for New Service Connections and New Construction,<sup>1</sup> and is customizing the  
13 information and processes for potential net metering customers. In doing so, the  
14 Customer Service Department will initiate engagement from other required  
15 departments throughout Hydro. Hydro will also ensure trained Customer Service  
16 Representatives and Technical Support Staff are coordinated to streamline and  
17 manage the process from start to finish with the customer.

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<sup>1</sup> Hydro's current New Service Connections and New Construction process can be found on Hydro's website using the following link: <https://www.nlhydro.com/wp-content/uploads/2014/04/New-Service-Connections-and-New-Construction-brochure.pdf>.