

Undertaking J2.1: To provide an accounting of how many times electric bills were not paid but water bills were and vice versa on joint bills.

Greater Sudbury Hydro Inc. is not able to provide this information. GSHi utilizes the functionality of the Advanced Billing System to allocate all payments received in a predetermined ratio that is based on the proportion of each service billed. The undertaking specifically asks for the number of walk in requests to pay only the water billing amount and this is not an attribute that is tracked. Inquiries were made of GSHi cashier staff, who advised that a request to pay an amount different from the system allocation is very rare.