Filed: February 17, 2011 EB-2010-0332 Exhibit TCJ1.9 Page 1 of 1

**UNDERTAKING** 

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## **Undertaking**

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Provide estimates of rate of inquiry through call centre, regarding Home Energy Report.

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## **Response**

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Based on past experience in other jurisdictions, Hydro One expects less than 2% of the participants to send enquiries through the call centre per month (roughly 100 to 150 calls). The rate of enquiry through the call centre is expected to decrease after the first three to six months by approximately 30%.

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