

Board Staff Interrogatories

Application for Licence Amendment

**Hydro One Remote Communities Inc.
EB-2011-0021**

May 12, 2011

1. Please provide a cost study where actual expenses incurred by Remotes as per current practices of collection payment arrears, disconnection and reconnection of customers, providing notices, etc. are compared with the potential expenses Remotes would incur if it complied with the DSC requirements. Please structure your report by category of expense.
2. Please confirm that customers of Remotes are provided with a disconnection notice prior to disconnection that contains all information required by section 4.2.2 of the DSC. Please provide a sample of such disconnection notice.
3. Please explain whether Remotes had developed a consistent schedule that outlines specific timelines for collection payments arrears, disconnection and reconnection of customers, providing notices, etc. that has been coordinated and approved by local Band Councils and is followed by Remotes year on year.
 - a) If such schedule exists, please provide side by side comparison with timelines required by the DSC for the same steps.
 - b) If such schedule does not exist, please explain how such timelines are established, frequency of changes and coordination and approval process with local Band Councils.