CME Interrogatory #5

Interrogatory

Reference:
Exhibit A, Tab 2, Schedule 2, Attachment 4.

(a) With respect to innovative customer consultations, did Innovative contact any industrial or commercial 'customers' to discuss their views and preferences?
(b) If the answer to a) is no, why not?
(c) If the answer to a) is yes, please provide, to the extent possible, industrial customers' responses and preferences with respect to the valuations and questions asked by Innovative.
(d) During the 'pre-consultation' phase, what was already known about customer needs and preferences and how was that knowledge integrated into the consultation process?

Response

The following response was prepared by INNOVATIVE:

a) b), and c)

Yes, the engagement did include commercial and industrial customers. 312 business customers were engaged in 2018 wave and 530 business customers were engaged in 2019.

While the business survey was weighted by broad industry groups, results were reported primarily by bill size. It is not possible to break out businesses results by whether customers were industrial or not. However, the full reports with overall business responses broken out by bill size are included in the filing. See Ex. A2-2-1, Attachment 4, pp. 68-69.

d) This was OPG's first public engagement in support of an OEB filing. While INNOVATIVE understands that OPG conducts various forms of opinion research, and engages with stakeholders in various ways, these engagements were generally neither intended nor designed to assess customer preferences as inputs to business planning. As a result, INNOVATIVE relied on our previous experience and OPG briefings to develop the engagement workbooks and discussion guides in Phase 1.