

HYDRO ONE INTERROGATORY #10

INTERROGATORY

With reference to Elenchus' numerous usage's of the term "new customer", who is the "new customer" whose wishes should be considered by the Board; is it the developer or is it the unknown future residents of a subdivision/ unknown future commercial customers in an industrial development?

RESPONSE

The term "new customer" refers to the person or entity that is responsible for making decisions about the provision of utilities and services for a location. Where a developer is involved and the future resident or commercial customer is unknown, the developer would be the customer.

Where the service involves new development, it is the developer who almost always makes decisions, subject to various municipal and regulatory authorities, about every other aspect of the development including the provision of telecommunications facilities, natural gas servicing, appliance efficiency, lot sizes, etc. These decisions are made with the preferences of ultimate end-use consumer in mind in order to enhance demand for the final product.

