

<b>Section:</b>	Tab 6	<b>Page No.:</b>	3 of 49
<b>Topic:</b>	Rates		
<b>Subtopic:</b>	Bill impacts		
<b>Issue:</b>	Equity		

**PREAMBLE TO IR (IF ANY):**

There is precedent for allocating a portion of Net Export Revenues to a particular customer segment. This precedent might arguably be applied to other revenue sources as well. A possible basis for such an allocation is billing parameters that are based on cost; cost is described by Manitoba Hydro in response to MMF/MH1-42 as “the number of customers being served, the amount of energy consumed and the contribution to peak demand exhibited by that class of customers.”

**QUESTION:**

- a) Please state whether Net Export Revenues are allocated to groups of customers (e.g., First Nations, Diesel Communities) on any basis other than cost or billing parameters.
- b) If the answer to a) above is answered in the affirmative, state:
  - i. what the basis is;
  - ii. to what groups of customers each such basis for allocation is applied, and
  - iii. whether Manitoba Hydro would be willing to apply the same or similar basis to other groups of customers, such as all-electric or low-income.
- c) If the answer to a) above is answered in the negative, state:
  - i. what the basis is, and
  - ii. to what groups of customers each such basis for allocation is applied.

**RATIONALE FOR QUESTION:**

To determine the basis for allocation of Net Export Revenues.

**RESPONSE:**

Response to parts a), b) and c):

The allocation of revenue requirement and Net Export Revenues to customer classes is determined in the Cost of Service Study. As found by the PUB at page 22, in Order 18/15, it is premature to review matters associated with the allocation of net export revenues, as part of this proceeding. A detailed examination of matters related to the Cost of Service Study will be reviewed at a future regulatory proceeding.

<b>Section:</b>	Tab 2	<b>Page No.:</b>	8 of 49
<b>Topic:</b>	Application Overview		
<b>Subtopic:</b>	MH Corporate Profile		
<b>Issue:</b>	Customer Satisfaction		

**PREAMBLE TO IR (IF ANY):**

Manitoba Hydro cites high customer satisfaction scores. In response to MMF/MH-1-5a and Coalition/MH-1-6c, the Company provides results of customer satisfaction surveys. The results are reported on an aggregated basis and, in some instances, disaggregated by certain customer sectors.

**QUESTION:**

For each of the past five years (by quarter, if available), provide detailed customer satisfaction results by question by the following customer sectors:

- a) rural;
- b) low-income;
- c) all-electric (or electric only);
- d) First Nations;
- e) renters;
- f) Northern;
- g) Winnipeg;
- h) all residential; and
- i) small-medium business.

**RATIONALE FOR QUESTION:**

To determine customer satisfaction results for specific customer segments.

**RESPONSE:**

The following table provides residential customer satisfaction with Manitoba Hydro's overall service by customer segment for the past 20 quarters (five years) as measured by Manitoba Hydro's Customer Satisfaction Tracking Study (CSTS). The CSTS does not tabulate results into rural and urban segments however Winnipeg and Outside Winnipeg segments are tabulated and have been provided in the table.

	Mar 2010	Jun 2010	Sep 2010	Dec 2010	Mar 2011	Jun 2011	Sep 2011	Dec 2011	Mar 2012	Jun 2012
<b>Average Satisfaction</b> (n=500)	8.05	8.29	8.20	8.06	8.11	8.21	8.10	8.15	8.18	8.04
<b>by Family Income:</b> *1										
<\$40,000 (n=100)	7.66	8.39	8.69	7.90	8.20	8.55	8.13	8.27	8.17	8.13
\$40,000-\$60,000 (n=90)	8.19	8.25	8.20	8.01	8.09	8.25	8.30	8.30	8.46	8.09
\$60,000+ (n=215)	8.02	8.25	8.12	8.11	8.16	8.07	8.14	8.16	8.12	8.08
<b>by Primary Heating Fuel:</b>										
Electric Heat (n=190)	8.11	8.12	8.20	7.99	7.86	8.20	7.89	8.16	8.15	8.17
Natural Gas Heat (n=270)	8.05	8.40	8.24	8.09	8.27	8.28	8.25	8.21	8.22	7.95
<b>by Region:</b>										
Winnipeg (n=285)	7.94	8.38	8.19	8.14	8.27	8.18	8.16	8.14	8.17	8.09
Outside Winnipeg *2 (n=215)	8.22	8.15	8.21	7.95	7.89	8.24	8.03	8.15	8.19	7.97
North (n=30)	7.47	7.85	8.08	7.59	7.94	7.54	7.80	8.11	7.31	7.75
<b>by Aboriginal Ancestry:</b> *3										
Aboriginal (n=50)	7.63	7.85	8.08	7.76	7.91	7.29	8.43	7.98	7.80	8.03
Non-Aboriginal (n=440)	8.11	8.31	8.23	8.09	8.14	8.27	8.08	8.17	8.22	8.06
<b>by Own or Rent Home:</b>										
Own (n=420)	8.24	8.29	8.16	8.06	8.10	8.20	8.12	8.22	8.14	8.10
Rent (n=75)	7.37	8.37	8.41	8.13	8.23	8.26	7.88	7.85	8.38	7.85
<b>by Small &amp; Medium Size Business:</b>	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected

\*1 Prior to Sep 2013, results were segmented by the following income categories: <\$40,000, \$40-60,000, and \$60,000+.

\*2 Outside Winnipeg includes respondents living in the North.

\*3 Respondent reporting they are Aboriginal are of First Nations, Metis or Inuit ancestry.

	Sep 2012	Dec 2012	Mar 2013	Jun 2013	Sep 2013	Dec 2013	Mar 2014	Jun 2014	Sep 2014	Dec 2014
<b>Average Satisfaction</b> (n=500)	8.18	7.98	7.84	7.68	7.84	8.14	7.82	8.08	7.85	8.17
<b>by Family Income:</b> <sup>*1</sup>										
<\$60,000 (n=170)	8.04	8.03	7.88	7.61	7.79	8.54	7.62	8.24	7.70	8.23
\$60,000-\$100,000 (n=140)	8.75	8.01	7.89	7.84	7.57	8.02	8.12	8.12	7.92	8.54
\$100,000+ (n=100)	8.15	7.99	7.75	7.68	8.08	7.71	7.94	8.06	8.03	8.03
<b>by Primary Heating Fuel:</b>										
Electric Heat (n=190)	8.15	8.01	7.61	7.34	7.52	8.13	7.87	7.93	7.65	7.95
Natural Gas Heat (n=270)	8.22	7.92	7.92	7.83	7.99	8.13	7.75	8.18	8.08	8.25
<b>by Region:</b>										
Winnipeg (n=285)	8.27	7.94	7.97	7.64	7.96	8.24	7.81	8.15	7.84	8.31
Outside Winnipeg <sup>*2</sup> (n=215)	8.09	8.05	7.65	7.74	7.69	8.01	7.83	7.99	7.86	8.03
North (n=30)	7.82	7.60	7.45	6.85	7.35	7.67	7.15	7.69	8.17	7.91
<b>by Aboriginal Ancestry:</b> <sup>*3</sup>										
Aboriginal (n=50)	8.28	7.82	7.66	6.54	7.36	7.76	7.41	8.22	7.54	7.73
Non-Aboriginal (n=440)	8.19	8.00	7.86	7.81	7.87	8.18	7.89	8.09	7.88	8.27
<b>by Own or Rent Home:</b>										
Own (n=420)	8.22	8.04	7.86	7.71	7.77	8.09	7.81	7.96	7.90	8.01
Rent (n=75)	8.00	7.70	7.78	7.41	8.30	8.69	7.97	8.66	7.60	9.12
<b>by Small &amp; Medium Size Business:</b>	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected

<sup>\*1</sup> Prior to Sep 2013, results were segmented by the following income categories: <\$40,000, \$40-60,000, and \$60,000+.

<sup>\*2</sup> Outside Winnipeg includes respondents living in the North.

<sup>\*3</sup> Respondent reporting they are Aboriginal are of First Nations, Metis or Inuit ancestry.

<b>Section:</b>	Tab 6	<b>Page No.:</b>	Appendix 6.14
<b>Topic:</b>	Rates		
<b>Subtopic:</b>	Proposed Rates and Customer Impacts		
<b>Issue:</b>			

**PREAMBLE TO IR (IF ANY):**

As noted in its response to MMF/MH-1-8a, Manitoba Hydro compares its rates in Winnipeg with those of other major Canadian cities.

**QUESTION:**

Provide the rates and bills for the following customer segments:

- a) Residential, and
- b) Small-medium business

in each city by year for each of the last ten years and projected at each year (as available) to 2031.

**RATIONALE FOR QUESTION:**

The magnitude of rate change can be as or more important to customers as the absolute value of rates compared with other rates.

**RESPONSE:**

As noted in the response to MMF/MH-I-6a, Manitoba Hydro conducts an annual “Survey of Canadian Electricity Bills”. The survey includes bill comparisons between Manitoba Hydro and other utilities for Residential and General Service rate classes at various consumption levels. The bill comparisons shown for other jurisdictions are provided by the participating utilities themselves and are not prepared by Manitoba Hydro.

Table 1 through Table 5 below provide the bill comparisons for Winnipeg and other major Canadian cities, as taken from the annual Survey of Canadian Electricity Bills for rates effective May 1 of each respective year. Representative bill comparison information for the following customer consumption levels has been extracted from past surveys and is provided in Tables 1 through 5 below.

Residential:	1,000 kWh - represents a non-electric space heat customer
	2,000 kWh – represents an electric space heat customer
General Service:	10,000 kWh – represents a Small Non-Demand customer
	25,000 kWh – represents a Small Demand customer
	120,000 kWh – represents a Medium customer

Bill comparisons for 2015 and 2016 are based upon Manitoba Hydro's proposed rate increases. Bill comparisons for 2015 from other jurisdictions have been calculated by Manitoba Hydro based on their posted rates.

Table 6 provides forecast bill comparisons for 2015 through 2031 based on Manitoba Hydro's proposed and indicative rates. Manitoba Hydro is unable to provide projected bill comparisons for all other cities to 2031 as rates and/or projected rate increases are unknown.

Table 7 provides the rates used in determining the bill comparisons for Manitoba Hydro customers only. As noted earlier, the utilities surveyed provide the billing amounts to Manitoba Hydro when completing the survey and do not necessarily provide the rates used in deriving those bills.



TABLE 1:

RESIDENTIAL BILLS

1,000 KWH

	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005
Calgary	-	-	\$156.64	\$122.23	\$117.41	\$104.63	\$105.00	\$109.89	\$133.49	\$110.31	\$88.30	n/a
Edmonton	-	-	\$131.44	\$121.33	\$113.52	\$104.79	\$96.85	\$98.60	\$126.44	\$107.76	\$98.05	\$85.36
Halifax	-	\$160.30	\$160.30	\$154.46	\$150.06	\$136.23	\$128.88	\$128.79	\$117.53	\$117.53	\$112.13	\$96.93
Moncton	-	\$122.98	\$120.58	\$118.23	\$118.23	\$118.23	\$116.63	\$116.63	\$115.13	\$109.56	\$101.44	\$98.52
Montreal	-	\$71.91	\$70.58	\$68.66	\$67.58	\$68.21	\$68.75	\$68.70	\$68.12	\$66.83	\$66.00	\$63.70
Regina	-	\$143.68	\$139.53	\$131.52	\$125.38	\$125.38	\$119.55	\$109.11	\$109.11	\$109.11	\$104.31	\$97.99
St. John's	-	-	\$123.25	\$125.48	\$117.98	\$109.86	\$107.33	\$110.19	\$104.31	\$103.37	\$98.77	\$94.11
Toronto	-	-	\$155.82	\$131.02	\$141.68	\$119.26	\$129.89	\$117.19	\$111.66	\$112.78	\$117.62	\$112.14
Vancouver	-	\$102.90	\$97.07	\$89.07	\$87.77	\$82.71	\$77.93	\$71.32	\$69.78	\$66.49	\$64.13	\$64.13
Winnipeg	\$87.62	\$84.29	\$81.09	\$78.92	\$74.55	\$73.05	\$70.84	\$69.40	\$64.41	\$64.41	\$63.02	\$63.02

TABLE 2:

RESIDENTIAL BILLS

2,000 KWH

	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005
Calgary	-	-	\$291.94	\$226.92	\$217.28	\$191.76	\$192.09	\$203.65	\$250.02	\$205.94	\$162.65	n/a
Edmonton	-	-	\$241.59	\$221.47	\$204.80	\$188.86	\$174.39	\$179.27	\$237.37	\$199.88	\$181.22	\$156.72
Halifax	-	\$309.77	\$309.77	\$298.09	\$289.29	\$261.63	\$246.93	\$246.75	\$224.23	\$224.23	\$213.43	\$183.03
Moncton	-	\$225.48	\$221.08	\$216.73	\$216.73	\$216.73	\$210.24	\$210.24	\$204.02	\$186.80	\$172.96	\$167.99
Montreal	-	\$157.91	\$153.18	\$146.46	\$142.68	\$143.31	\$143.85	\$154.84	\$141.42	\$137.13	\$134.30	\$127.00
Regina	-	\$267.14	\$258.84	\$242.82	\$231.48	\$231.48	\$221.75	\$202.91	\$202.91	\$202.91	\$194.21	\$181.59
St. John's	-	-	\$231.06	\$235.51	\$220.49	\$204.26	\$199.31	\$205.06	\$193.26	\$191.38	\$182.08	\$172.75
Toronto	-	-	\$292.82	\$245.03	\$274.35	\$229.04	\$248.60	\$223.83	\$217.29	\$219.83	\$229.75	\$216.65
Vancouver	-	\$228.38	\$215.40	\$197.63	\$194.76	\$181.31	\$169.24	\$143.30	\$135.60	\$129.22	\$124.63	\$124.63
Winnipeg	\$167.37	\$161.01	\$154.90	\$150.75	\$142.25	\$139.25	\$136.54	\$132.40	\$122.31	\$122.31	\$119.56	\$119.56

TABLE 3:

GENERAL SERVICE SMALL (NON-DEMAND) BILLS

10,000 KWH / 40 KW

	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005
Calgary	-	-	\$1,305	\$1,124	\$1,210	\$929	\$796	\$1,080	\$1,211	\$981	\$745	n/a
Edmonton	-	-	\$1,232	\$1,143	\$1,081	\$993	\$905	\$945	\$1,250	\$1,062	\$942	\$880
Halifax	-	\$1,538	\$1,538	\$1,485	\$1,425	\$1,343	\$1,271	\$1,265	\$1,157	\$1,157	\$1,134	\$1,021
Moncton	-	\$1,296	\$1,270	\$1,246	\$1,246	\$1,246	\$1,209	\$1,209	\$1,174	\$1,106	\$1,078	\$1,046
Montreal	-	\$977	\$950	\$905	\$885	\$890	\$894	\$894	\$884	\$859	\$842	\$798
Regina	-	\$1,209	\$1,161	\$1,082	\$1,031	\$1,031	\$987	\$876	\$876	\$876	\$843	\$821
St. John's	-	-	\$1,139	\$1,258	\$1,183	\$1,102	\$1,077	\$1,132	\$1,074	\$1,119	\$1,069	\$1,022
Toronto	-	-	\$1,602	\$1,327	\$1,408	\$1,178	\$1,273	\$1,135	\$1,069	\$1,095	\$1,146	\$1,076
Vancouver	-	\$1,075	\$1,015	\$960	\$973	\$923	\$876	\$802	\$763	\$727	\$702	\$702
Winnipeg	\$859	\$826	\$795	\$774	\$729	\$714	\$702	\$683	\$634	\$634	\$616	\$616

TABLE 4:

GENERAL SERVICE SMALL (DEMAND) BILLS

25,000 KWH / 100 KW (111 KVA)

	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005
Calgary	-	-	\$2,988	\$2,607	\$2,822	\$2,154	\$1,812	\$2,546	\$3,072	\$2,585	n/a	n/a
Edmonton	-	-	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Halifax	-	\$3,846	\$3,846	\$3,713	\$3,562	\$3,357	\$3,178	\$3,163	\$2,892	\$2,892	\$2,834	\$2,553
Moncton	-	\$3,234	\$3,171	\$3,109	\$3,109	\$3,109	\$3,019	\$3,019	\$2,932	\$2,772	\$2,662	\$2,586
Montreal	-	\$2,655	\$2,585	\$2,494	\$2,447	\$2,459	\$2,472	\$2,472	\$2,464	\$2,401	\$2,358	\$2,245
Regina	-	\$3,173	\$3,075	\$2,858	\$2,725	\$2,725	\$2,639	\$2,503	\$2,503	\$2,503	\$2,388	\$2,281
St. John's	-	-	\$2,921	\$3,168	\$2,980	\$2,776	\$2,713	\$2,830	\$2,683	\$2,774	\$2,652	\$2,536
Toronto	-	-	\$3,786	\$3,367	\$3,401	\$3,089	\$2,999	\$2,824	\$2,780	\$2,741	\$2,979	\$2,820
Vancouver	-	\$2,658	\$2,510	\$2,294	\$2,245	\$2,093	\$1,961	\$1,794	\$1,709	\$1,628	\$1,570	\$1,570
Winnipeg	\$2,247	\$2,162	\$2,080	\$2,024	\$1,907	\$1,877	\$1,845	\$1,796	\$1,684	\$1,684	\$1,656	\$1,656

**TABLE 5:**

**GENERAL SERVICE MEDIUM BILLS  
120,000 KWH / 300 KW (333 KVA)**

	<b>2016</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>	<b>2009</b>	<b>2008</b>	<b>2007</b>	<b>2006</b>	<b>2005</b>
Calgary	-	-	\$13,431	\$11,984	\$12,957	\$10,140	\$8,097	\$11,657	\$14,351	\$12,146	n/a	n/a
Edmonton	-	-	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Halifax	-	\$15,391	\$15,391	\$14,923	\$14,384	\$13,472	\$12,614	\$12,541	\$11,466	\$11,466	\$11,238	\$10,125
Moncton	-	\$13,699	\$13,434	\$13,173	\$13,173	\$13,173	\$12,789	\$12,789	\$12,420	\$11,578	\$10,956	\$10,643
Montreal	-	\$10,155	\$9,873	\$9,501	\$9,324	\$9,384	\$9,444	\$9,444	\$9,408	\$9,141	\$8,964	\$8,508
Regina	-	\$12,540	\$12,185	\$11,415	\$10,883	\$10,883	\$10,301	\$9,793	\$9,763	\$9,763	\$9,416	\$8,971
St. John's	-	-	\$12,158	\$12,391	\$11,483	\$10,510	\$10,227	\$10,828	\$10,115	\$10,248	\$9,747	\$9,188
Toronto	-	-	\$15,877	\$14,152	\$14,280	\$13,044	\$12,607	\$11,768	\$11,480	\$11,296	\$12,439	\$11,529
Vancouver	-	\$9,656	\$9,139	\$8,616	\$8,428	\$7,805	\$7,312	\$6,689	\$6,368	\$6,064	\$5,853	\$5,853
Winnipeg	\$8,082	\$7,777	\$7,482	\$7,283	\$6,865	\$6,731	\$6,604	\$6,349	\$5,865	\$5,865	\$5,731	\$5,731

TABLE 6:

**Projected Monthly Bill Comparisons for Manitoba Hydro  
Based on Proposed and Indicative Rates  
2016 to 2031 for Manitoba Customers**

Fiscal Yr Ending	Proposed Rate Increase	Residential		General Service		
		1,000 kWh/month	2,000 kWh/month	10,000 kWh/month	25,000 kWh/month	120,000 kWh/month
2016	3.95%	\$84.29	\$161.01	\$826.31	\$2,162	\$7,777
2017	3.95%	\$87.62	\$167.37	\$858.95	\$2,247	\$8,082
2018	3.95%	\$91.08	\$173.98	\$892.88	\$2,336	\$8,401
2019	3.95%	\$94.68	\$180.85	\$928.15	\$2,428	\$8,733
2020	3.95%	\$98.42	\$187.99	\$964.81	\$2,524	\$9,078
2021	3.95%	\$102.31	\$195.42	\$1,002.92	\$2,624	\$9,437
2022	3.95%	\$106.35	\$203.14	\$1,042.54	\$2,728	\$9,809
2023	3.95%	\$110.55	\$211.16	\$1,083.72	\$2,835	\$10,197
2024	3.95%	\$114.92	\$219.50	\$1,126.53	\$2,947	\$10,600
2025	3.95%	\$119.46	\$228.17	\$1,171.03	\$3,064	\$11,018
2026	3.95%	\$124.18	\$237.18	\$1,217.29	\$3,185	\$11,454
2027	3.95%	\$129.09	\$246.55	\$1,265.37	\$3,311	\$11,906
2028	3.95%	\$134.19	\$256.29	\$1,315.35	\$3,442	\$12,376
2029	3.95%	\$139.49	\$266.41	\$1,367.31	\$3,577	\$12,865
2030	3.95%	\$145.00	\$276.93	\$1,421.32	\$3,719	\$13,373
2031	3.95%	\$150.73	\$287.87	\$1,477.46	\$3,866	\$13,902

TABLE 7:

Proposed Rates Effective Apr 1, 2016:												
Residential				General Service Small				General Service Medium				
		1000 kWh	2000 kWh			10,000 kWh	25,000 kWh			120,000 kWh		
Basic Charge	\$7.87	\$7.87	\$7.87	-	Monthly Basic Charge – 1PH	\$21.32	\$21.32	\$21.32	-	Monthly Basic Charge	\$30.06	\$30.06
Energy Charge:	0.07975	\$79.75	\$159.50	Energy Charge:					Energy Charge:			
				First 11,000 kWh @	\$0.08376	\$837.60	\$921.36		First 11,000 kWh @	\$0.08376	\$921.36	
				Next 8,500 kWh @	\$0.05815	-	\$494.28		Next 8,500 kWh @	\$0.05815	\$494.28	
				Balance of kWh @	\$0.03838	-	\$211.09		Balance of kWh @	\$0.03838	\$3,857.19	
				Demand Charge:					Demand Charge:			
				First 50 kV.A @	\$0.00	\$0.00	\$0.00		First 50 kV.A @	\$0.00	\$0.00	
				Balance of kV.A @	\$9.82	-	\$599.02		Balance of kV.A @	\$9.82	\$2,779.06	
<b>Total Bill</b>		<b>\$87.62</b>	<b>\$167.37</b>	<b>Total Bill</b>		<b>\$858.92</b>	<b>\$2,247.07</b>	<b>Total Bill</b>		<b>\$8,081.95</b>		
Proposed Rates Effective April 1, 2015:												
Basic Charge	\$7.57	\$7.57	\$7.57	Monthly Basic Charge - 1 PH	\$20.51	\$20.51	\$20.51	Monthly Basic Charge	\$30.52	\$30.52		
Energy Charge:	\$0.07672	\$76.72	\$153.44	Energy Charge:				Energy Charge:				
				First 11,000 kWh @	0.08058	\$805.80	\$886.38		First 11,000 kWh @	\$0.08058	\$886.38	
				Next 8,500 kWh @	0.05594	-	\$475.49		Next 8,500 kWh @	\$0.05594	\$475.49	
				Balance of kWh @	0.03692	-	\$203.06		Balance of kWh @	\$0.03692	\$3,710.46	
				Demand Charge:					Demand Charge:			
				First 50 kV.A @	\$0.00	\$0.00	\$0.00		First 50 kV.A @	\$0.00	\$0.00	
				Balance of kV.A @	\$9.45	-	\$576.45		Balance of kV.A @	\$9.45	\$2,674.35	
<b>Total Bill</b>		<b>\$84.29</b>	<b>\$161.01</b>	<b>Total Bill</b>		<b>\$826.31</b>	<b>\$2,161.89</b>	<b>Total Bill</b>		<b>\$7,777.20</b>		

Interim Rates Effective May 1, 2014:											
Residential				General Service Small				General Service Medium			
		1000 kWh	2000 kWh			10,000 kWh	25,000 kWh			120,000 kWh	
Basic Charge	\$7.28	\$7.28	\$7.28	Monthly Basic Charge - 1 PH	\$19.73	\$19.73	\$19.73	Monthly Basic Charge	\$29.36	\$29.36	
Energy Charge:	\$0.07381	\$73.81	\$147.62	Energy Charge:				Energy Charge:			
<b>Total Bill</b>		<b>\$81.09</b>	<b>\$154.90</b>	First 11,000 kWh @	0.07752	\$775.20	\$852.72	First 11,000 kWh @	\$0.07752	\$852.72	
				Next 8,500 kWh @	0.05381	-	\$457.39	Next 8,500 kWh @	\$0.05381	\$457.39	
				Balance of kWh @	0.03552	-	\$195.36	Balance of kWh @	\$0.03552	\$3,569.76	
				Demand Charge:				Demand Charge:			
				First 50 kV.A @	\$0.00	\$0.00	\$0.00	First 50 kV.A @	\$0.00	\$0.00	
				Balance of kV.A @	\$9.09	-	\$554.49	Balance of kV.A @	\$9.09	\$2,572.47	
				<b>Total Bill</b>		<b>\$794.93</b>	<b>\$2,079.69</b>	<b>Total Bill</b>		<b>\$7,481.70</b>	
Rates Effective May 1, 2013:											
Basic Charge	\$7.09	\$7.09	\$7.09	Monthly Basic Charge - 1 PH	\$19.20	\$19.20	\$19.20	Monthly Basic Charge	\$28.57	\$28.57	
Energy Charge:	\$0.07183	\$71.83	\$143.66	Energy Charge:				Energy Charge:			
<b>Total Bill</b>		<b>\$78.92</b>	<b>\$150.75</b>	First 11,000 kWh @	0.07545	\$754.50	\$829.95	First 11,000 kWh @	\$0.07545	\$829.95	
				Next 8,500 kWh @	0.05237	-	\$445.15	Next 8,500 kWh @	\$0.05237	\$445.15	
				Balance of kWh @	0.03457	-	\$190.14	Balance of kWh @	\$0.03457	\$3,474.29	
				Demand Charge:				Demand Charge:			
				First 50 kV.A @	\$0.00	\$0.00	\$0.00	First 50 kV.A @	\$0.00	\$0.00	
				Balance of kV.A @	\$8.85	-	\$539.85	Balance of kV.A @	\$8.85	\$2,504.55	
				<b>Total Bill</b>		<b>\$773.70</b>	<b>\$2,024.29</b>	<b>Total Bill</b>		<b>\$7,282.51</b>	

Rates Effective April 1, 2012:											
Residential				General Service Small				General Service Medium			
		1000 kWh	2000 kWh			10,000 kWh	25,000 kWh			120,000 kWh	
Basic Charge	\$6.85	\$6.85	\$6.85	Monthly Basic Charge - 1 PH	\$18.55	\$18.55	\$18.55	Monthly Basic Charge	\$27.60	\$27.60	
Energy Charge:	\$0.0677	\$67.70	\$135.40	Energy Charge:					Energy Charge:		
<b>Total Bill</b>		<b>\$74.55</b>	<b>\$142.25</b>	First 11,000 kWh @	\$0.0710	\$710.00	\$781.00	First 11,000 kWh @	\$0.0710	\$781.00	
				Next 8,500 kWh @	\$0.0494	-	\$419.90	Next 8,500 kWh @	\$0.0494	\$419.90	
				Balance of kWh @	\$0.0326	-	\$179.30	Balance of kWh @	\$0.0326	\$3,276.30	
				Demand Charge:					Demand Charge:		
				First 50 kV.A @	\$0.00	\$0.00	\$0.00	First 50 kV.A @	\$0.00	\$0.00	
				Balance of kV.A @	\$8.34	-	\$508.74	Balance of kV.A @	\$8.34	\$2,360.22	
				<b>Total Bill</b>		<b>\$728.55</b>	<b>\$1,907.49</b>	<b>Total Bill</b>		<b>\$6,865.02</b>	
Rates Effective April 1, 2011:											
Basic Charge	\$6.85	\$6.85	\$6.85	Monthly Basic Charge - 1 PH	\$18.25	\$18.25	\$18.25	Monthly Basic Charge	\$27.60	\$27.60	
Energy Charge:	\$0.0662	\$66.20	\$132.40	Energy Charge:					Energy Charge:		
<b>Total Bill</b>		<b>\$73.05</b>	<b>\$139.25</b>	First 11,000 kWh @	\$0.0696	\$696.00	\$765.60	First 11,000 kWh @	\$0.0696	\$765.60	
				Next 8,500 kWh @	\$0.0484	-	\$411.40	Next 8,500 kWh @	\$0.0484	\$411.40	
				Balance of kWh @	\$0.0315	-	\$173.25	Balance of kWh @	\$0.0315	\$3,165.75	
				Demand Charge:					Demand Charge:		
				First 50 kV.A @	\$0.00	\$0.00	\$0.00	First 50 kV.A @	\$0.00	\$0.00	
				Balance of kV.A @	\$8.34	-	\$508.74	Balance of kV.A @	\$8.34	\$2,360.22	
				<b>Total Bill</b>		<b>\$714.25</b>	<b>\$1,877.24</b>	<b>Total Bill</b>		<b>\$6,730.57</b>	

Rates Effective April 1, 2010:										
Residential				General Service Small				General Service Medium		
		1000 kWh	2000 kWh			10,000 kWh	25,000 kWh			120,000 kWh
Basic Charge	\$6.85	\$6.85	\$6.85	Monthly Basic Charge - 1 PH	\$17.65	\$17.65	\$17.65	Monthly Basic Charge	\$27.60	\$27.60
Energy Charge:				Energy Charge:				Energy Charge:		
First 900 kWh	\$0.0638	\$57.42	\$57.42	First 11,000 kWh @	\$0.0684	\$684.00	\$752.40	First 11,000 kWh @	\$0.0684	\$752.40
Balance @	\$0.0657	\$6.57	\$72.27	Next 8,500 kWh @	\$0.0469	-	\$398.65	Next 8,500 kWh @	\$0.0469	\$398.65
Total Bill		\$70.84	\$136.54	Balance of kWh @	\$0.0305	-	\$167.75	Balance of kWh @	\$0.0305	\$3,065.25
Demand Charge:				Demand Charge:				Demand Charge:		
				First 50 kV.A @	\$0.00	\$0.00	\$0.00	First 50 kV.A @	\$0.00	\$0.00
				Balance of kV.A @	\$8.34	-	\$508.74	Balance of kV.A @	\$8.34	\$2,360.22
				<b>Total Bill</b>		<b>\$701.65</b>	<b>\$1,845.19</b>	<b>Total Bill</b>		<b>\$6,604.12</b>
Rates Effective April 1, 2009:										
Basic Charge	\$6.85	\$6.85	\$6.85	Monthly Basic Charge - 1 PH	\$17.00	\$17.00	\$17.00	Monthly Basic Charge	\$27.60	\$27.60
Energy Charge:				Energy Charge:				Energy Charge:		
First 900 kWh	\$0.0625	\$56.25	\$56.25	First 11,000 kWh @	\$0.0666	\$666.00	\$732.60	First 11,000 kWh @	\$0.0642	\$706.20
Balance @	\$0.0630	\$6.30	\$69.30	Next 8,500 kWh @	\$0.0448	-	\$380.80	Next 8,500 kWh @	\$0.0448	\$380.80
Total Bill		<b>\$69.40</b>	<b>\$132.40</b>	Balance of kWh @	\$0.0286	-	\$157.30	Balance of kWh @	\$0.0286	\$2,874.30
Demand Charge:				Demand Charge:				Demand Charge:		
				First 50 kV.A @	\$0.00	\$0.00	\$0.00	First 50 kV.A @	\$0.00	\$0.00
				Balance of kV.A @	\$8.34	-	\$508.74	Balance of kV.A @	\$8.34	\$2,360.22
				<b>Total Bill</b>		<b>\$683.00</b>	<b>\$1,796.44</b>	<b>Total Bill</b>		<b>\$6,349.12</b>



Rates Effective March 1, 2007:										
Residential				General Service Small				General Service Medium		
		1000 kWh	2000 kWh			10,000 kWh	25,000 kWh			120,000 kWh
Basic Charge	\$6.24	\$6.24	\$6.24	Monthly Basic Charge - 1 PH	\$15.60	\$15.60	\$15.60	Monthly Basic Charge	\$27.60	\$27.60
Energy Charge:				Energy Charge:				Energy Charge: All kWh	\$0.0255	\$3,060.00
First 175 kWh	\$0.0594	\$10.40	\$10.40	First 11,000 kWh @	\$0.0618	\$618.00	\$679.80	Demand Charge: All kV.A	\$8.34	\$2,777.22
Balance @	\$0.0579	\$47.77	\$105.67	Next 8,500 kWh @	\$0.0400	-	\$340.00	<b>Total Bill</b>		<b>\$5,864.82</b>
<b>Total Bill</b>		<b>\$64.41</b>	<b>\$122.31</b>	Balance of kWh @	\$0.0255	-	\$140.25			
				Demand Charge:						
				First 50 kV.A @	\$0.00	\$0.00	\$0.00			
				Balance of kV.A @	\$8.34	-	\$508.74			
				<b>Total Bill</b>		<b>\$633.60</b>	<b>\$1,684.39</b>			

Rates Effective April 1, 2005:										
Basic Charge	\$6.25	\$6.25	\$6.25	Monthly Basic Charge - 1 Ph	\$15.86	\$15.86	\$15.86	Monthly Basic Charge	\$27.65	\$27.65
Energy Charge:				Energy Charge:				Energy Charge: All kWh	\$0.02444	\$2,932.80
First 175 kWh	\$0.05780	\$10.12	\$10.12	First 11,090 kWh @	0.06004	\$600.40	\$665.84	Demand Charge: All kV.A	\$8.32	\$2,770.56
Balance @	\$0.05654	\$46.65	\$103.19	Next 8,500 kWh @	0.03936	-	\$334.56	<b>Total Bill</b>		<b>\$5,731.01</b>
<b>Total Bill</b>		<b>\$63.02</b>	<b>\$119.56</b>	Balance of kWh @	0.02444	-	\$132.22			
				Demand Charge:						
				First 50 kV.A @	\$0.00	\$0.00	\$0.00			
				Balance of kV.A @	\$8.32	-	\$507.52			
				<b>Total Bill</b>		<b>\$616.26</b>	<b>\$1,656.00</b>			

<b>Section:</b>	Tab 7	<b>Page No.:</b>	Pages 4-5, Appendix 7.1 at i-ii
<b>Topic:</b>	Electric Load Forecast		
<b>Subtopic:</b>	Residential, General Service sectors		
<b>Issue:</b>	Load Growth		

**PREAMBLE TO IR (IF ANY):**

Space and water heating usage is the major reason for residential load growth. In response to GAC/MH-1-66b, Manitoba Hydro shows significant potential bill mitigation available from installation of cold climate air source heat pumps (ccASHPs), with the potential for reducing average residential electric heating bills from \$1226 to \$613-817). In response to GAC/MH-1-66e, Manitoba Hydro describes the cost of only one possible configuration of ccASHPs.

**QUESTION:**

- a) Provide a full explanation for the growth of:
  - i. space heat and
  - ii. water heat usage.
  
- b) Describe all actions taken by Manitoba Hydro to dampen the demand for:
  - i. space heat and
  - ii. water heat usage.
  
- c) Describe all actions taken by Manitoba Hydro to dampen the Small-medium business demand.
  
- d) Regarding ccASHPs,
  - i. Describe in detail all steps Manitoba Hydro is taking to determine the appropriateness of ccASHPs.
  - ii. State the installed cost and average savings of ccASHPs without distribution in smaller dwelling units.

**RATIONALE FOR QUESTION:**

To understand the reasons for load growth, including growth in space and water heating usage, and to explore steps that might be taken to mitigate the bill impacts thereof.

**RESPONSE:**

- a) As noted in Manitoba Hydro's response to MMF/MH I-11c, the saturation of electric space heat is expected to grow from 36.7% in 2013/14 to 39.2% in 2033/34 and the saturation of electric water heat is expected to grow from 48.3% in 2013/14 to 62.6% in 2033/34. Growth in electric space and water heat usage is primarily due to market factors affecting equipment choices in natural gas available areas of Manitoba for space and water heating in new homes as well as for water heating equipment in existing homes. Over 80% of Manitoba Hydro's customers reside within areas where natural gas is available; this area is divided into two regions, the City of Winnipeg and South Gas (i.e. outside the City of Winnipeg).

In the new home market, the decision on the type of space and water heating equipment installed is traditionally made by the homebuilder. The new home customer normally accepts the heating systems provided by the homebuilder, although the customer may specify a desired type of heating system(s). Historically, the majority of new homes in the City of Winnipeg are built with natural gas space heating systems and this trend is projected to remain into the future under the 2014 Load Forecast.

In South Gas areas, some homebuilders are choosing to install electric space heating systems even where from a lifecycle cost perspective, natural gas space heating is more economic than heating with electricity. The lower upfront cost of an electric space heating system, compared to a natural gas heating system, is the primary reason homebuilders are choosing to install electric space heating. The homebuilder is not responsible for paying the energy bill of the home, therefore operating costs are not considered when selecting a heating system. Choosing to install electric space heating also removes additional timing and cost implications for the homebuilder for scheduling an additional tradespersons and associated equipment inspections.

The saturation of electric water heating is also being influenced by lower upfront cost. Older natural gas furnaces required chimneys for venting combusted gases and conventional natural gas water heaters would also be vented through this chimney. High efficiency natural gas furnaces, now required by code for both new and replacement installations, use dedicated plastic side-venting that cannot be shared with any other natural gas burning appliance. Electric furnaces do not require venting. With these market changes, homebuilders are installing electric hot water tanks to avoid the higher cost of installing a side-vent natural gas water heater and to avoid the increased complexity of meeting code requirements for venting natural gas equipment. Venting cannot be installed near operable windows, exterior doors, air conditioners, fresh air intakes, utility meters, cantilevers and outdoor living spaces (i.e. decks or patios). In addition to code restrictions, there are also aesthetic considerations in locating venting; customers may not be satisfied with venting being visible on the front of houses. If the builder is installing a natural gas furnace the possible options for side-venting a gas water heater become limited.

In the existing home market, as customers replace their older natural gas furnaces with high efficiency models, the existing chimney may need to be sleeved or adjusted to ensure adequate venting for a conventional natural gas water heater. If required, this will increase the cost of the furnace installation. In some situations, contractors may encourage these customers to install an electric water heater rather than assessing the need for adjusting the existing venting or installing a more costly side-venting natural gas water heater.

- b) As a key component of Manitoba Hydro's demand side management and customer service strategy, the Corporation encourages customers to consider fuel choice and efficiency in their space and water heating decisions. The specific initiatives undertaken through Manitoba Hydro's demand side management program are aligned with the Corporation's energy efficiency plan which is developed in consultation with the Minister responsible for Manitoba Hydro (in accordance with *The Energy Savings Act*). Under the Corporation's current approved efficiency plan, Manitoba Hydro's efforts to assist customers with fuel choice decisions involves taking an educational approach, currently referred to as the Heating Fuel Choice Initiative.

The objective of the Heating Fuel Choice Initiative is to inform customers of the factors which should be considered in making fuel choice decisions. The target

market for the educational efforts under the Heating Fuel Choice Initiative are natural gas available areas, with the program specifically targeting residential customers, heating contractors, homebuilders and land developers within these areas. The messaging is to actively promote awareness and understanding of the total lifetime cost of fuel choice options. Total lifetime cost takes into consideration the cost to buy, install and operate the heating system over its useful life. To assist customers with managing the capital cost associated with installing a new heating system, Manitoba Hydro offers three convenient on-bill financing programs; the Power Smart Residential Loan, Power Smart PAYS Financing and the Residential Earth Power Loan. In many circumstances the customer's average monthly energy bill savings from choosing a natural gas system over an electric system will offset the monthly financing cost.

In addition to Manitoba Hydro's Heating Fuel Choice Initiative, the Corporation also offers a number of residential Power Smart programs which offer a combination of education, technical support and incentives to assist customers in reducing energy usage related to space and water heating. These programs include:

- Home Insulation Program – Improved insulation and air sealing prevents heat loss and reduces demand on the home's heating system. Financial incentives are provided to encourage homeowners to upgrade insulation levels and air sealing in their homes' attics, walls and foundations. The Home Insulation Program offers enhanced incentives along with a free home energy assessment for electrically heated homes.
- Affordable Energy Program – For lower income homeowners and tenants, a free in-home energy assessment along with free basic energy savings measures such as LEDs lights, showerheads, faucet aerators, pipe wrap, draft stoppers and window kits are provided to educate customers and reduce energy consumption. Free insulation, free drain water heat recovery systems for electrically heated water tanks and a high efficient natural gas furnace replacement program for \$9.50/month over five years are provided to significantly reduce space or water heating consumption in qualifying homes.
- Water and Energy Saver Program – A free water and energy saving kit is provided to residential homeowners to reduce water heating energy consumption. The kit includes low flow, energy efficient plumbing fixtures including showerheads, faucet aerators and water heater pipe wrap.

- Community Geothermal Program – On-bill financing and incentive program to assist communities with the first cost of installing geothermal heat pump systems.
  - Residential Earth Power Loan – On-bill financing program to assist customers with the first cost of installing geothermal heat pump systems or solar domestic water heating systems.
  - Power Smart Residential Loan – On-bill financing program to assist customers with the first cost associated with implementing various energy efficiency measures in their home. Eligible measures which have a direct result on space or water heating consumption include insulation, water heating equipment, air leakage sealing, windows, doors, ventilation and space heating equipment such as air source heat pumps.
  - Residential PAYS Program – On-bill financing program to assist customers with the cost associated with implementing various energy efficiency measures in their home. Under this financing option, the customer’s combined energy and financing bill must be equal to or less than what the energy bill would be without implementing the energy efficient measure. Eligible measures which have a direct result on space or water heating consumption include insulation, water heating equipment, air leakage sealing, windows, doors, ventilation and space heating equipment.
- c) Manitoba Hydro offers a broad portfolio of programs for small and medium business, which offer a combination of education, technical support, incentives and innovative on-bill financing to assist customers in reducing energy usage related to space and water heating. These programs include:
- Commercial Building Envelope Program – An improved building envelope including air barriers, insulation, and windows, prevents heat loss and reduces demand on the building’s heating and cooling systems. Financial incentives are available to encourage commercial customers to improve the thermal performance of their buildings by upgrading insulation levels, installing energy efficient windows, and investing in high performance glazing systems for curtain walls. The Commercial Building Envelope Program offers curtain wall incentives and enhanced insulation incentives for electrically-heated buildings.
  - Geothermal Heat Pump Program – Financial incentives are available to support a feasibility study and system installation for commercial customers who install a geothermal heat pump system to replace a conventional electric heating system.

- Commercial CO2 Sensor Program – CO2 sensors take frequent measurements and match the supply of ventilation air to actual occupant needs at any given time saving energy by eliminating over-ventilation. Financial incentives are available to encourage commercial customers to install CO2 sensors. The Commercial CO2 Sensor Program offers enhanced incentives for electric-heated customers.
  - Pre-rinse Spray Valve Program – Free replacement of existing pre-rinse spray valves with energy efficient low-flow spray valves is provided to commercial customers to reduce water heating energy consumption. A low-flow spray valve uses less than half the water of a standard valve.
  - Water and Energy Saver Program – Free water saving devices are provided to multiunit residential buildings and to recreational facilities to reduce water heating energy consumption. Available devices include showerheads, kitchen aerators, and bathroom aerators.
- d) Manitoba Hydro continues to investigate the potential application of cold climate air source heat pumps (ccASHP) in Manitoba.
- i. In response to GAC/MH-I-66e, Manitoba Hydro identified potential issues related to ccASHP performance, savings and maintenance. The following outlines the steps Manitoba Hydro has and continues to undertake in assessing the potential application of ccASHP's in Manitoba:
- Initiated field performance monitoring of two installed ccASHPs in September and December of 2014 to determine actual operational performance (SCOP) and energy savings. Manitoba Hydro will seek to expand the monitoring to include two additional ccASHPs for a total of four systems to be monitored over the 2015/16 winter season.
  - Continue to collaborate and share field performance monitoring results with Alaska's Cold Climate Housing Research Center (CCHRC). CCHRC have just begun similar performance monitoring of ccASHP in several homes in Alaska over the winter of 2014/15.
  - Assessed cost effectiveness of ccASHP from a customer and resource perspective under multiple configuration and efficiency scenarios and determined that at current equipment and installation costs, electricity rates, energy savings, and utility marginal values, the technology is not economic. Manitoba Hydro will continue to monitor and consult with

industry to understand the current state of the market including pricing, number of installations, types and sizes of systems being installed, industry capacity, and minimum efficiency level. Based upon these updates and real SCOP's as determined from field performance monitoring, Manitoba Hydro will regularly reassess the cost-benefit analyses with the expectation that the technology could become economic.

- Conduct a survey and energy bill analysis of customers who installed an ASHP or ccASHP under the Power Smart Residential Loan program (11 customers in total since 2011) to determine their perceptions and experiences with respect to comfort, maintenance, energy savings and system reliability experiences.
- ii. In Manitoba Hydro's response to GAC/MH I-66e, Manitoba Hydro indicated that a whole home ccASHP could be installed for a cost of \$13 000 - \$17 000 with estimated annual energy bill savings ranging from \$409 - \$613 compared to an electric furnace (GAC/MH-I-66b). Under this scenario, this system would meet the space heating requirements (60 Gigajoules heat output) for the 1200 sq.ft. home depicted in the example.

A single condenser/evaporator (head) ductless ASHP system can be installed for approximately \$6 000. An open configuration floor plan is better suited to ductless systems in order to maximize heating benefit of the one unit. The floor plans for smaller older dwellings are typically compartmentalized with several small rooms with the living room being typically the largest. With the one head located in the largest room of the home such as the living room, the ccASHP would be unlikely to heat more than one third of the home. Assuming that the one third area heated by the ASHP has a SCOP of between 1.5 and 2 and that the remaining two thirds use conventional electric baseboard heating with an SCOP of 1, the weighted average SCOP for the whole home is 1.2 to 1.3. Annual savings compared to an electrically heated home would be \$130 to \$190 assuming the same 1200 sq.ft. home referenced above. Under this scenario, the simple payback for the customer would be in the range of 30 to 45 years. It is important to note that the economics of a single condenser/evaporator (head) ductless ccASHP system is effectively the same as the economics for a whole home ducted ccASHP system as both the



expected savings and the installed cost of the system are proportional to the size of the system installed.

As expressed in GAC/MH-I-66e, uncertainty remains regarding the long term reliability, life expectancy and maintenance costs of ccASHP units. These considerations may affect the cost effectiveness and viability of the units from both a customer and resource perspective.

<b>Section:</b>	Tab 6	<b>Page No.:</b>	Sec. 6.2
<b>Topic:</b>	Proposed Rate changes & Customer impacts		
<b>Subtopic:</b>	Rates and revenue - Residential low-income		
<b>Issue:</b>	Reasonableness of low-income collections; late fees		

**PREAMBLE TO IR (IF ANY):**

In response to MMF/MH1-34, Manitoba Hydro states that it waives late payment fees in many cases.

**QUESTION:**

Describe all the circumstances in which late charges are waived.

**RATIONALE FOR QUESTION:**

To determine the circumstances in which and/or customer characteristics underlying Manitoba Hydro's late fee waivers.

**RESPONSE:**

No late payment charges are applied to customers who are participating on Manitoba Hydro's Equal Payment Plan and customers who have recently participated in the Neighbours Helping Neighbours Program, subject to adhering to agreed upon payment arrangements.

Late payment charges may be waived while working with customers in making payment arrangements. No specific set of criteria are used in making decisions to waive late payment charges. Instead, consideration of the specific circumstances of each customer is taken into account. Other circumstances when late payment charges may be waived include resolution of billing issues (e.g. significant variances due to lack of regular meter reads or Equal Payment year end variances).

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Appendix 8.1 and Appendix 8.2
<b>Topic:</b>	Affordable Energy Program		
<b>Subtopic:</b>	Arrears		
<b>Issue:</b>	Programs to assist customers in arrears		

**PREAMBLE TO IR (IF ANY):**

In response to MMF/MH-1-34, Manitoba Hydro states that that “customers who struggle to pay their bills ... is a primary target market” for its Affordable Energy Programs.

**QUESTION:**

- a) Describe all the ways in which residential customers in arrears or otherwise demonstrating they are struggling to pay their bills (including low-income customers) are treated as a “primary” market.
- b) State whether the following customers are also treated as a primary market:
  - i. deferred payment customers;
  - ii. customers on equal payment plans;
  - iii. customers needing or receiving bill assistance;
  - iv. customers receiving assistance from Neighbors Helping Neighbors, and
  - v. other vulnerable customers.

**RATIONALE FOR QUESTION:**

To determine all the ways in which Manitoba Hydro programmatically assists its customers in economic distress.

**RESPONSE:**

- a) Manitoba Hydro recognizes the value of DSM as an avenue for customers to effectively manage their energy costs, including customers in arrears. As noted in Manitoba Hydro’s response to MMF/MH-I-34, the Affordable Energy Program

directly targets customers in arrears to promote energy efficiency opportunities which can reduce a customer's utility bill. If customers in arrears are not low-income, Affordable Energy staff promote Manitoba Hydro's other suite of residential DSM programs.

- b) All customers in arrears are primary targets of and would be targeted in the Affordable Energy Program's outreach and marketing efforts. Customers on Equal Payment Plans are not considered in arrears.

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Order 43/13 at 43-44, Appendix 8.2
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	Affordable Energy Program		
<b>Issue:</b>	Equity		

**PREAMBLE TO IR (IF ANY):**

In response to MMF/MH-1-34, Manitoba Hydro states that that “customers who struggle to pay their bills ... is a primary target market” for its Affordable Energy Programs. In response to MMF/MH-1-36, the Company states that “there are no approved plans to increase the funding within the Affordable Energy Fund.”

**QUESTION:**

Reconcile the policies of (a) treating arrearage customers as a primary market and (b) the policies set out in response to MMF/MH-2-6(b) above with that of not increasing funding for the Affordable Energy Fund.

**RATIONALE FOR QUESTION:**

To determine Manitoba Hydro’s policy and practice for assisting economically distressed customers without increasing funding of the Affordable Energy Fund.

**RESPONSE:**

Manitoba Hydro plans to continue offering the Affordable Energy Program into the foreseeable future. At this time, definite plans for funding the program into the future have not been formally approved.

<b>Section:</b>	Tab 6	<b>Page No.:</b>	Appendix 6.5 and 6.6
<b>Topic:</b>	Residential Low income, Small and medium business, Other customer segments; rates		
<b>Subtopic:</b>	Rate impacts; Bill Mitigation		
<b>Issue:</b>	Affordability		

**PREAMBLE TO IR (IF ANY):**

Historical bill history provides context to the impacts and affordability of bill increases going forward.

**QUESTION:**

Provide, for each of the last ten years,

- a) average residential usage and bill;
- b) average residential heating usage and bill;
- c) average residential non-heating usage and bill;
- d) average small-medium business usage and bill;
- e) average small-medium business heating usage and bill;
- f) average small-medium business non-heating usage and bill; and
- g) average residential, residential heating, and residential non-heating usage and bills

**RATIONALE FOR QUESTION:**

To review and analyze historical usage and bill information across certain customer segments.

**RESPONSE:**

The following tables provide the average use and average bill amounts for the past ten years for the groupings requested, with the exception of small-medium business by heating /non-heating usage. Although Manitoba Hydro codes each business customer as to their heating type for tax purposes, this information is not aggregated and reported on. Rather Manitoba

Hydro aggregates business customers by rate type: Small Non-Demand (under 50 kVA), Small Demand (50 kV and over to 200 kVA) and Medium (over 200 kVA).

**RESIDENTIAL**

<b>Fiscal Year</b>	<b>Total Residential</b>		<b>Heating</b>		<b>Non-Heating</b>	
	<b>Avg Use kWh</b>	<b>Avg Bill</b>	<b>Avg Use kWh</b>	<b>Avg Bill</b>	<b>Avg Use kWh</b>	<b>Avg Bill</b>
2013/14	16,802	\$1,293	26,882	\$2,013	11,466	\$911
2012/13	15,836	\$1,172	24,983	\$1,804	11,233	\$853
2011/12	15,125	\$1,083	23,670	\$1,650	10,962	\$807
2010/11	15,592	\$1,091	25,077	\$1,711	11,049	\$793
2009/10	15,363	\$1,045	25,210	\$1,664	10,767	\$756
2008/09	15,659	\$1,024	26,231	\$1,664	10,815	\$730
2007/08	15,587	\$981	26,139	\$1,592	10,852	\$707
2006/07	15,057	\$929	25,050	\$1,497	10,660	\$679
2005/06	14,562	\$900	24,312	\$1,452	10,103	\$647
2004/05	14,910	\$888	25,918	\$1,485	9,903	\$616

**GENERAL SERVICE SMALL-MEDIUM**

<b>Fiscal Year</b>	<b>Total Small/Medium</b>		<b>Small Non-Demand</b>		<b>Small Demand</b>		<b>Medium</b>	
	<b>Avg Use kWh</b>	<b>Avg Bill</b>	<b>Avg Use kWh</b>	<b>Avg Bill</b>	<b>Avg Use kWh</b>	<b>Avg Bill</b>	<b>Avg Use kWh</b>	<b>Avg Bill</b>
2013/14	107,259	\$7,163	32,885	\$2,709	180,034	\$11,891	1,637,151	\$96,562
2012/13	102,492	\$6,572	31,392	\$2,495	169,549	\$10,765	1,612,165	\$90,964
2011/12	99,869	\$6,226	30,042	\$2,327	164,576	\$10,181	1,592,040	\$87,439
2010/11	101,331	\$6,145	31,170	\$2,344	162,518	\$9,733	1,615,403	\$86,478
2009/10	99,792	\$5,918	30,591	\$2,249	162,378	\$9,524	1,584,870	\$82,918
2008/09	101,789	\$5,746	31,229	\$2,186	167,621	\$9,320	1,632,455	\$81,418
2007/08	101,865	\$5,557	30,973	\$2,095	170,205	\$9,150	1,644,749	\$79,387
2006/07	100,003	\$5,330	30,645	\$2,028	158,350	\$8,356	1,625,482	\$76,425
2005/06	99,827	\$5,357	26,418	\$1,760	204,037	\$11,016	1,617,176	\$76,744
2004/05	100,385	\$5,193	27,312	\$1,754	239,418	\$12,379	1,630,674	\$74,408

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Appendix 8.1 at pg. 33
<b>Topic:</b>	Affordable Energy Program		
<b>Subtopic:</b>	Arrears		
<b>Issue:</b>	Programs to assist customers in arrears		

**PREAMBLE TO IR (IF ANY):**

In MKO-Coalition/MH-1-2, MKO-Coalition asked for arrears data including percentages. In response, Manitoba Hydro provided percentages of all residential customers.

**QUESTION:**

- a) Provide the requested data as percentages of the group in question, i.e., First Nations.
- b) Provide the data requested in a) above with respect to the following customer segments:
  - i. rural,
  - ii. low-income,
  - iii. all-electric (or electric only),
  - iv. renters,
  - v. Northern,
  - vi. Winnipeg,
  - vii. all residential, and
  - viii. small-medium business.

**RATIONALE FOR QUESTION:**

To provide comparative arrearage data across certain customer segments.



**RESPONSE:**

a)

<b>First Nation Residential Customers in 90+ Day Arrears as a Percentage of All First Nation Residential Customers</b>			
<b>Month</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
January	n/a	22.41%	21.47%
February	22.23%	24.05%	22.76%
March	23.82%	26.89%	24.32%
April	25.68%	27.16%	24.39%
May	24.05%	28.87%	24.09%
June	23.88%	29.75%	21.32%
July	24.93%	28.76%	21.03%
August	25.49%	30.04%	20.14%
September	25.60%	26.76%	17.67%
October	23.67%	22.11%	15.00%
November	22.81%	21.23%	15.55%
December	25.14%	21.87%	17.24%

b) ii. and iv. – Data for these segments is not available.

i.

<b>Rural Residential Customers in 90+ Day Arrears as a Percentage of All Rural Residential Customers</b>			
<b>Month</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
January	n/a	6.67%	5.88%
February	6.62%	7.15%	6.44%
March	6.42%	7.45%	6.67%
April	6.69%	7.09%	6.56%
May	6.31%	7.24%	6.32%
June	6.26%	7.14%	5.73%
July	6.75%	7.14%	5.85%
August	6.51%	7.03%	5.56%
September	6.49%	6.27%	4.93%
October	6.00%	5.21%	4.11%
November	5.91%	5.12%	4.34%
December	6.61%	5.51%	4.76%

iii.

<b>All Electric Residential Customers in 90+ Day Arrears as a Percentage of All Electric Residential Customers</b>			
<b>Month</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
January	n/a	3.98%	3.52%
February	3.95%	4.43%	3.99%
March	3.80%	4.57%	4.29%
April	3.90%	4.37%	4.19%
May	3.77%	4.34%	4.00%
June	3.78%	4.23%	3.76%
July	3.92%	4.17%	3.74%
August	3.73%	4.03%	3.60%
September	3.71%	3.59%	3.19%
October	3.53%	2.95%	2.60%
November	3.46%	2.94%	2.79%
December	4.06%	3.38%	3.14%

v.

<b>Northern Manitoba Residential Customers in 90+ Day Arrears as a Percentage of All Northern Manitoba Residential Customers</b>			
<b>Month</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
January	n/a	14.32%	12.43%
February	14.50%	15.45%	13.04%
March	14.78%	16.37%	13.40%
April	16.14%	16.09%	14.35%
May	15.34%	16.23%	14.26%
June	15.21%	16.35%	12.40%
July	16.16%	15.57%	11.73%
August	15.95%	15.91%	11.34%
September	16.41%	14.80%	9.94%
October	14.84%	12.16%	8.21%
November	14.30%	11.80%	8.76%
December	15.88%	12.40%	9.50%

vi.

<b>Winnipeg Residential Customers in 90+ Day Arrears as a Percentage of All Winnipeg Customers</b>			
<b>Month</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
January	n/a	1.67%	1.66%
February	1.75%	1.85%	1.80%
March	1.62%	1.93%	2.00%
April	1.72%	1.92%	2.16%
May	1.54%	1.68%	1.92%
June	1.62%	1.63%	1.92%
July	1.56%	1.57%	1.81%
August	1.41%	1.47%	1.89%
September	1.52%	1.55%	1.93%
October	1.47%	1.34%	1.66%
November	1.45%	1.35%	1.82%
December	1.85%	1.70%	1.99%

vii. Please see the response to MKO/COALITION-I-2b for the percentage of all residential customers in 90 day arrears as a percentage of all residential customers.

viii. Commercial customers are presented as a proxy for Small and Medium Business.

<b>Commercial Customers in 90+ Day Arrears as a Percentage of All Commercial Customers</b>			
<b>Month</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
January	n/a	0.84%	0.71%
February	1.00%	0.84%	0.78%
March	0.85%	0.84%	0.86%
April	0.85%	0.87%	0.88%
May	0.87%	0.85%	0.81%
June	0.90%	0.80%	0.91%
July	0.92%	0.86%	0.88%
August	0.87%	0.86%	0.97%
September	0.90%	0.82%	0.80%
October	0.85%	0.77%	0.72%
November	0.80%	0.72%	0.75%
December	0.86%	0.80%	0.72%

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Appendix 8.1
<b>Topic:</b>	Rate impact mitigation		
<b>Subtopic:</b>	DSM charges		
<b>Issue:</b>	Equity		

**PREAMBLE TO IR (IF ANY):**

According to the Power Smart Plan 2014-2017 provided in response to COALITION/MH-1-69, DSM measures do not include measures with respect to residential electric heating systems.

**QUESTION:**

- a) State whether Manitoba Hydro would:
- i. eliminate or (ii) reduce the DSM charge included in rates to all-electricity customers and provide the full rationale for the statement.
- b) State whether Manitoba Hydro would consider immediately offering DSM measures with respect to electric heat, specifically including:
- i. wood, using wood from Hydro projects;
  - ii. other wood fuels; and
  - iii. air source heat pumps.

If the answer to either a) or any portion of b) above is in the negative, provide the full rationale for the answer.

**RATIONALE FOR QUESTION:**

To explore rate mitigation measures related to electric heat.

**RESPONSE:**

The premise stated in the preamble to this question is incorrect.

There are several Power Smart programs available to residential customers heating with electricity with the objective of reducing their energy use, as outlined in the Power Smart Plan 2014 – 2017, which was included as Manitoba Hydro's response to COALITION/MH-I-69. These programs include the Home Insulation, Community Geothermal, Affordable Energy and Water & Energy Saver, and Residential Earth Power Loan Programs.

Manitoba Hydro does not support a rate design that differentiates the recovery of DSM costs between standard and all-electric customers.

The cost of DSM programming is recovered in the rates to all customers in a customer class, because DSM provides benefits in terms of reduced utility costs, which ultimately benefits all customers in that rate class.

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Appendix 8.1
<b>Topic:</b>	Rate impact mitigation		
<b>Subtopic:</b>	DSM charges		
<b>Issue:</b>	Equity		

**PREAMBLE TO IR (IF ANY):**

According to the Power Smart Plan 2014-2017 provided in response to COALITION/MH-1-69, DSM measures do not include measures with respect to residential electric heating systems.

**QUESTION:**

- a) State whether Manitoba Hydro would:
  - i. eliminate or (ii) reduce the DSM charge included in rates to all-electricity customers and provide the full rationale for the statement.
  
- b) State whether Manitoba Hydro would consider immediately offering DSM measures with respect to electric heat, specifically including:
  - i. wood, using wood from Hydro projects;
  - ii. other wood fuels; and
  - iii. air source heat pumps.

If the answer to either a) or any portion of b) above is in the negative, provide the full rationale for the answer.

**RATIONALE FOR QUESTION:**

To explore rate mitigation measures related to electric heat.

**RESPONSE:**

As outlined in part (b) of Manitoba Hydro's response to MMF/MH-II-4a-d, Manitoba Hydro offers a broad portfolio of residential Power Smart programs to assist electrically heated customers in reducing energy usage related to space and water heating.

Currently, under Manitoba Hydro's development projects where wood is being cleared and Manitoba Hydro has control over that wood, and where a local community has expressed interest in that cleared wood, where feasible and practical, Manitoba Hydro will work with those communities to deliver the cleared wood, or provide the wood at an accessible location near the project, to be used in the community for heating at a reasonable cost to the corporation. To date, Manitoba Hydro has had indications of interest and discussed and/or made such wood available to First Nations, Northern Affairs communities as well as the Manitoba Métis Federation.

Manitoba Hydro is currently exploring the option of offering a program supporting the use of wood fuel as an alternative to electric heating. Key considerations include adequate fuel supply, free ridership and dependability of energy savings into the future.

Manitoba Hydro currently supports wood as a alternative to electric heating under the Power Smart Bioenergy Optimization Program which provides technical and financial support for General Service customers with electric space and hot water heating loads of 200 kW and larger that are considering conversion to biomass fuel sources such as wood pellets and wood chips. The program targets electrically-heated schools, municipal buildings, public buildings and commercial enterprises examining opportunities to deploy reliable, cost-effective renewable energy technologies for space and hot heating.

Manitoba Hydro is also interested in the application of air source heat pumps in Manitoba's climate and is currently monitoring the performance of this technology. See Manitoba Hydro's response to MMF/MH-11a-d for further detail on Manitoba Hydro's progress on the analysis of cold climate air source heat pumps.

<b>Section:</b>	Tab 6	<b>Page No.:</b>	Sections 6.5, 6.6
<b>Topic:</b>	Mitigation of customer bill impacts		
<b>Subtopic:</b>	Equity		
<b>Issue:</b>	Arrears, Bill assistance		

**PREAMBLE TO IR (IF ANY):**

Manitoba Hydro has customers that have difficulties paying their bills.

**QUESTION:**

State whether Manitoba Hydro would adopt programs for:

- a) arrears management;
- b) bill assistance;
- c) other bill mitigation measures for the benefit of:
  - i. low-income;
  - ii. all-electric; and/or
  - iii. rural residential customers having difficulty paying their MH bills.

If the answer to a), b) or any portion of c) is in the affirmative, provide all details of such programs. If the answer is negative, provide the full rationale for the answer.

- d) Provide Manitoba Hydro's documents considering one or more of the aforementioned programs.

**RATIONALE FOR QUESTION:**

To explore means of assisting customers having difficulty paying their bills.

**RESPONSE:**

As outlined in Manitoba Hydro's response to MMF/MH-I-34 and MMF/MH-I-41, Manitoba Hydro has already implemented a number of programs, initiatives and bill assistance



programs in order to assist customers having difficulty paying their bills. As outlined, Manitoba Hydro also engages in many activities that allow flexibility in negotiating payment plans that take into consideration the customer's ability to pay as well as offering flexible payment options to customers such as the Equal Payment Plan. In addition, Manitoba Hydro supports the Neighbors Helping Neighbors Program and offers customers opportunities to reduce their energy bills through programs such as the Affordable Energy Program and the First Nations Power Smart Program. Manitoba Hydro intends to continue with offering these programs to customers.

<b>Section:</b>	Tab 8.2	<b>Page No.:</b>	b and 17 et seq.
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	Marketing, customer awareness		
<b>Issue:</b>	Equity		

**PREAMBLE TO IR (IF ANY):**

In response to MMF/MH-1-28, Manitoba Hydro provided Power Smart customer awareness reports that included some disaggregated results for low-income customers.

**QUESTION:**

- a) Provide Total customer awareness results for LICO 125 and rural customers; and
- b) Provide unaided customer awareness results for the customer segments shown as well as for LICO 125 and rural customers.

**RATIONALE FOR QUESTION:**

To review detailed customer awareness results for certain customer segments.

**RESPONSE:**

- a) Manitoba Hydro's Customer Satisfaction Tracking Study (CSTS) does not tabulate results into LICO or rural versus urban segments. Power Smart brand awareness by income categories and by Winnipeg versus Outside Winnipeg segments are provided in the response to MMF/MH-I-28b.
- b) Please see the response to MMF/MH-II-30 for unaided customer awareness.

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Appendix 8.2
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	Energy poverty; DSM as bill impact mitigation		
<b>Issue:</b>	Equity		

**PREAMBLE TO IR (IF ANY):**

There is concern that some of those most in need of bill impact mitigation may be excluded from Manitoba Hydro's DSM programs. In the attachment to Manitoba Hydro's response to MMF/MH-1-29, credit (and other) requirements are set out for Power Smart loans and PAYS; these requirements may be difficult for low-income customers to meet.

**QUESTION:**

State the number of low-income customers who have received measures under the:

- a) Power Smart Loan program and
- b) PAYS.

If either number is greater than zero, state the number of each measure adopted (e.g., heating system).

**RATIONALE FOR QUESTION:**

To help analyze the impact of credit and/or other requirements on low-income access to certain DSM programs in order to mitigate bill impacts.

**RESPONSE:**

Manitoba Hydro does not track participation for its Power Smart Residential Loan or PAYS Financing programs by income. When a customer is not approved for financing but may qualify for the Affordable Energy Program, the Affordable Energy Program Section is provided with the customer contact information and the Section follows up with the customer. This integrated approach to managing Manitoba Hydro's overall demand side

efforts is beneficial to both the Corporation in achieving its objectives and low-income customers who may benefit from the Affordable Energy Program's offerings.

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Order 43/13 at 43-44
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	Affordable Energy Program		
<b>Issue:</b>	Equity		

**PREAMBLE TO IR (IF ANY):**

In response to MMF/MH-1-36, Manitoba Hydro states that “there are no approved plans to increase the funding within the Affordable Energy Fund.”

**QUESTION:**

- a) State whether Manitoba Hydro has any plans to increase, or is considering an increase, to funding of the Affordable Energy Fund.
- b) If a) above is answered in the affirmative, provide all documents with respect to such plans or considerations.
- c) If a) above is answered in the negative, provide all documents with respect to Manitoba Hydro’s decisions to not increase, or considerations of whether to increase, funding of the Affordable Energy Fund.

**RATIONALE FOR QUESTION:**

To review possible future funding of the Affordable Energy Program.

**RESPONSE:**

As stated in Manitoba Hydro’s response to MMF/MH-I-36, the Corporation currently has no approved plans to increase the funding within the Affordable Energy Fund. There are no documents related to plans or considerations.

<b>Section:</b>	Tab 6	<b>Page No.:</b>	NFAT Final Report at pg. 29
<b>Topic:</b>	Rates		
<b>Subtopic:</b>	Bill impacts		
<b>Issue:</b>	Equity		

**PREAMBLE TO IR (IF ANY):**

Manitoba Hydro has provided considerable data about low-income customers, for example in the response to MMF/1-40a and other IRs, and some data about LICO-125 customers, who are targeted by some programs.

**QUESTION (Revised):**

In Round 1, MMF filed a number of information requests seeking “low income” data, to which Manitoba Hydro has provided a response (i.e. MMF/MH-1-24, 26, 28, 40, 41, 42, 45, 46, 50, 51, 52, 53, 55 and 56). In MMF/MH-2-15, MMF is requesting the following:

- a) The responses by Manitoba Hydro to MMF’s first round IRs relating to “low income” data to include data for LICO-125 and other LICO categories (e.g. LICO-100, LICO 150, etc.), if not already provided;
- b) Manitoba Hydro to provide all such other data in its possession relating to other LICO-125 customers and the LICO-125 population; and
- c) Manitoba Hydro to provide all such other data or requested information in its possession relating to the customers and population of other LICO categories (e.g. LICO-100, LICO-150 etc.).

**RATIONALE FOR QUESTION:**

To review LICO-125 data alongside LICO and other low-income data.

**RESPONSE:**

Manitoba Hydro has previously provided LICO data as requested and where available for information responses in Round 1. The Affordable Energy Program is Manitoba Hydro's only income based DSM program.

Manitoba Hydro's response to MMF/MH-I-40 is updated as follows:

**Revised MMF/MH I-40 a**

Residential Low Income for 2009/10  
(includes Residential Basic)

Low Income Category	# of Dwellings	Average Annual kW.h	Average Annual Bill (excl taxes)
LICO-100	74,216	11,473	\$795
LICO-125	105,086	11,954	\$824
WPG-LICO-125	139,745	14,625	\$990

**Revised MMF/MH I-40 i**

Residential Renters for 2009/10  
(includes only Residential Basic)

Category	# of Dwellings	Average Annual kW.h	Average Annual Bill (excl taxes)
LICO-100	19,889	7,333	\$537
LICO-125	25,808	7,053	\$519
WPG-LICO-125	28,723	7,830	\$567
First Nations	N/A	N/A	N/A
Northern MB	1,948	18,910	\$1,255
No Gas Areas	4,981	23,836	\$1,505
Electric Heat	21,909	14,016	\$950
Non-Electric Heat	37,077	4,890	\$386
Winnipeg	42,349	5,683	\$434
All Renters	58,986	8,280	\$595

All other referenced information requests do not require an update as noted below:

Round 1 Information Requests	Explanation
MMF/MH-1-24	No update required as no additional information is available.
MMF/MH-1-26	No update required as no additional information is available.
MMF/MH-1-28	No update required. The CSTS does not report awareness levels based on LICO data. Please see Manitoba Hydro's response to GAC/MH-I-55d-attachment-1 for awareness levels of the Affordable Energy Program.
MMF/MH-1-41	No update required. LICO data is not available for the dwellings referenced.
MMF/MH-1-42	No update required.
MMF/MH-1-45	No update required. LICO data is not available for customers in arrears.
MMF/MH-1-46	No update required. All customers, including low-income, are eligible to participate in Manitoba Hydro's DSM Programs.
MMF/MH-1-50	No update required. LICO data is not available for customers on budget billing or payment arrangements.
MMF/MH-1-51	No update required. LICO data is not available related to security deposits.
MMF/MH-1-52	No update required. LICO data is not available for arrears, billings, various collection activity, call centre activity and uncollectibles.
MMF/MH-1-53	No update required. LICO data is not available for each community and its customers served by Manitoba Hydro or for the Neighbours Helping Neighbours Program.
MMF/MH-1-55	No update required. LICO data is not available for customers in arrears, billings or the activities related to collections.
MMF/MH-1-56	No update required. LICO data is not available related to collection activity.



<b>Section:</b>	Tab 6	<b>Page No.:</b>	
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	Bill impacts		
<b>Issue:</b>	Equity		

**PREAMBLE TO IR (IF ANY):**

Manitoba Hydro has small-medium business customers who have difficulty paying their bills.

**QUESTION:**

Provide (a) Small-medium business and (b) General Service

1. arrears;
2. payment arrangements;
3. terminations for nonpayment; and
4. other indications of payment difficulties by the following customer segments:
  - i. North,
  - ii. Rural,
  - iii. all-Electric,
  - iv. Winnipeg, and
  - v. Province-wide.

For the above, include absolute values for the past three years (customer and dollars) as well as percentage of the segment (e.g., percentage of small-medium business accounts in the North that are in arrears). For arrears, provide the aging of arrears by dollar amounts, number of accounts, and percentage of accounts for 30 – 59 days; 60 – 89 days; 90 – 119 days; 120 – 149 days; and 150 days or more, or such other periods as are available;

**RATIONALE FOR QUESTION:**

To review and analyze payment difficulties of small and medium business customers.

**RESPONSE:**

Credit related information is not available on a rate code basis (ie. General Service); therefore, responses are only provided for a) Small-medium business, for which commercial account information is presented.

- 1) Please see Attachment 1 for the requested data on arrears, except iii) all-electric, on which basis arrears data cannot be segregated.
- 2) i.

<b>Commercial Payment Arrangements - North</b>						
<b>Month</b>	<b>2012</b>		<b>2013</b>		<b>2014</b>	
	<b>Value</b>	<b>Number</b>	<b>Value</b>	<b>Number</b>	<b>Value</b>	<b>Number</b>
January	\$ 236,267	16	\$ 17,964	4	\$ 152,764	34
February	\$ 85,174	12	\$ 158,617	23	\$ 37,921	18
March	\$ 39,199	10	\$ 257,157	34	\$ 190,811	42
April	\$ 50,111	13	\$ 189,673	27	\$ 167,931	43
May	\$ 294,330	38	\$ 258,700	41	\$ 164,489	44
June	\$ 243,377	40	\$ 329,404	39	\$ 101,389	39
July	\$ 32,124	12	\$ 316,316	54	\$ 112,514	35
August	\$ 35,471	16	\$ 43,703	27	\$ 45,992	13
September	\$ 61,759	19	\$ 129,734	25	\$ 110,412	32
October	\$ 37,100	13	\$ 99,517	19	\$ 29,847	21
November	\$ 15,663	5	\$ 48,075	27	\$ 80,386	14
December	\$ 29,073	3	\$ 70,080	13	\$ 33,063	22

ii.

<b>Commercial Payment Arrangements - Rural</b>						
<b>Month</b>	<b>2012</b>		<b>2013</b>		<b>2014</b>	
	<b>Value</b>	<b>Number</b>	<b>Value</b>	<b>Number</b>	<b>Value</b>	<b>Number</b>
January	\$ 542,328	188	\$ 415,967	158	\$ 621,576	291
February	\$ 485,729	183	\$ 685,537	269	\$ 555,240	224
March	\$ 499,252	255	\$ 876,887	317	\$1,041,815	375
April	\$ 511,897	260	\$ 980,118	367	\$ 811,753	307
May	\$ 846,332	278	\$ 737,200	301	\$ 726,921	352
June	\$ 605,463	251	\$ 692,202	266	\$ 585,369	323
July	\$ 276,925	197	\$ 724,522	324	\$ 548,955	275
August	\$ 293,998	157	\$ 333,919	229	\$ 335,163	184
September	\$ 201,922	123	\$ 373,676	195	\$ 364,628	206
October	\$ 937,608	121	\$ 364,706	203	\$ 362,629	211
November	\$ 198,009	110	\$ 295,304	181	\$ 280,770	156
December	\$ 172,337	91	\$ 424,128	157	\$ 490,672	197

iii) Payment Arrangement data cannot be segregated by all-electric customers

iv)

<b>Commercial Payment Arrangements - Winnipeg</b>						
<b>Month</b>	<b>2012</b>		<b>2013</b>		<b>2014</b>	
	<b>Value</b>	<b>Number</b>	<b>Value</b>	<b>Number</b>	<b>Value</b>	<b>Number</b>
January	\$ 793,964	359	\$ 770,897	332	\$ 828,157	355
February	\$ 913,019	341	\$ 842,687	307	\$ 780,634	306
March	\$ 1,290,031	369	\$ 936,101	376	\$ 970,131	419
April	\$ 908,880	376	\$1,355,855	444	\$1,045,563	402
May	\$ 667,020	356	\$ 810,048	376	\$ 929,768	370
June	\$ 697,098	288	\$ 600,735	280	\$ 847,073	351
July	\$ 505,671	281	\$ 687,165	358	\$ 848,092	356
August	\$ 389,950	267	\$ 533,231	272	\$ 610,134	300
September	\$ 308,959	230	\$ 545,051	239	\$ 509,535	267
October	\$ 428,645	266	\$ 526,151	259	\$ 496,635	275
November	\$ 434,273	264	\$ 560,714	278	\$ 323,139	193
December	\$ 438,820	227	\$ 601,870	229	\$ 615,632	278

v)

<b>Commercial Payment Arrangements - Total Province</b>						
<b>Month</b>	<b>2012</b>		<b>2013</b>		<b>2014</b>	
	<b>Value</b>	<b>Number</b>	<b>Value</b>	<b>Number</b>	<b>Value</b>	<b>Number</b>
January	\$1,336,291	547	\$1,186,865	490	\$1,450,085	647
February	\$1,398,748	524	\$1,528,225	576	\$1,335,874	530
March	\$1,789,283	624	\$1,814,783	694	\$2,010,527	793
April	\$1,419,529	635	\$2,337,918	813	\$1,857,315	709
May	\$1,513,351	634	\$1,547,248	677	\$1,656,689	722
June	\$1,301,499	538	\$1,292,937	546	\$1,431,585	673
July	\$ 782,596	478	\$1,411,907	683	\$1,397,490	633
August	\$ 683,948	424	\$ 867,150	501	\$ 945,108	483
September	\$ 510,882	353	\$ 918,727	434	\$ 874,162	473
October	\$1,366,253	388	\$ 890,857	462	\$ 859,263	486
November	\$ 632,283	374	\$ 856,018	459	\$ 603,910	349
December	\$ 611,157	318	\$1,025,998	386	\$1,107,033	476

- 3) Disconnections for non-payment cannot be segregated by iii) all-electric customers. The balance of information requested is presented below:

<b>Disconnections for non-payment of commercial customers by month</b>				
<b>Month</b>	<b>i) North</b>	<b>ii) Rural</b>	<b>iv) Winnipeg</b>	<b>v) Province</b>
JAN-2012	0	3	12	15
FEB-2012	0	4	11	15
MAR-2012	0	8	17	25
APR-2012	2	16	8	24
MAY-2012	5	19	14	33
JUN-2012	8	12	16	28
JUL-2012	5	9	18	27
AUG-2012	5	11	15	26
SEP-2012	0	8	19	27
OCT-2012	0	7	7	14
NOV-2012	0	5	9	14
DEC-2012	0	9	9	18
JAN-2013	0	8	4	13
FEB-2013	0	8	6	14
MAR-2013	1	20	9	29
APR-2013	1	12	14	26
MAY-2013	15	39	17	55
JUN-2013	12	28	20	47
JUL-2013	7	27	18	45
AUG-2013	2	20	16	36
SEP-2013	8	21	24	45
OCT-2013	0	14	18	32
NOV-2013	1	11	5	16
DEC-2013	1	14	5	19
JAN-2014	1	11	9	20
FEB-2014	2	17	11	28
MAR-2014	3	28	13	41
APR-2014	12	31	31	62
MAY-2014	6	30	44	73
JUN-2014	9	41	32	72
JUL-2014	7	24	20	44
AUG-2014	4	28	23	51
SEP-2014	3	18	22	40
OCT-2014	2	11	12	23
NOV-2014	2	11	9	20
DEC-2014	1	10	11	21

- 4) No other indications of payment difficulties have been identified.

Small & Medium Business - North

Month	30 - 59 Days			60 - 90 Days			90+ Days			% of North in Arrears
	Number of Accounts	Arrears	% of Accounts in Arrears	Number of Accounts	Arrears	% of Accounts in Arrears	Number of Accounts	Arrears	% of Accounts in Arrears	
JAN-2012	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
FEB-2012	193	\$ 337,602	48.3%	40	\$ 154,445	10.0%	167	\$ 651,879	41.8%	10.01%
MAR-2012	154	\$ 265,438	42.7%	62	\$ 137,912	17.2%	145	\$ 655,233	40.2%	9.04%
APR-2012	167	\$ 301,501	43.2%	76	\$ 167,708	19.6%	144	\$ 694,404	37.2%	9.70%
MAY-2012	177	\$ 189,914	49.6%	39	\$ 143,466	10.9%	141	\$ 738,608	39.5%	8.96%
JUN-2012	157	\$ 185,322	46.0%	55	\$ 110,653	16.1%	129	\$ 797,310	37.8%	8.56%
JUL-2012	139	\$ 156,935	42.8%	50	\$ 98,308	15.4%	136	\$ 747,257	41.8%	8.16%
AUG-2012	131	\$ 163,532	40.1%	53	\$ 104,064	16.2%	143	\$ 782,782	43.7%	8.21%
SEP-2012	143	\$ 156,153	42.6%	53	\$ 116,703	15.8%	140	\$ 826,777	41.7%	8.43%
OCT-2012	120	\$ 137,346	37.6%	48	\$ 90,191	15.0%	151	\$ 845,430	47.3%	8.01%
NOV-2012	118	\$ 187,932	38.2%	46	\$ 106,820	14.9%	145	\$ 864,945	46.9%	7.76%
DEC-2012	201	\$ 270,984	50.6%	44	\$ 98,187	11.1%	152	\$ 892,370	38.3%	9.94%
JAN-2013	129	\$ 275,626	39.1%	52	\$ 147,902	15.8%	149	\$ 915,957	45.2%	8.27%
FEB-2013	184	\$ 333,940	47.8%	51	\$ 146,036	13.2%	150	\$ 927,692	39.0%	9.65%
MAR-2013	169	\$ 401,430	44.1%	77	\$ 198,821	20.1%	137	\$ 901,938	35.8%	9.61%
APR-2013	144	\$ 317,619	41.4%	64	\$ 227,821	18.4%	140	\$ 961,726	40.2%	8.75%
MAY-2013	130	\$ 275,191	41.3%	51	\$ 181,315	16.2%	134	\$ 966,276	42.5%	7.92%
JUN-2013	169	\$ 192,069	49.1%	62	\$ 130,763	18.0%	113	\$ 909,436	32.8%	8.63%
JUL-2013	139	\$ 172,878	46.5%	48	\$ 108,640	16.1%	112	\$ 815,552	37.5%	7.50%
AUG-2013	175	\$ 158,777	51.8%	48	\$ 111,979	14.2%	115	\$ 859,153	34.0%	8.49%
SEP-2013	160	\$ 199,044	46.8%	61	\$ 103,141	17.8%	121	\$ 886,912	35.4%	8.60%
OCT-2013	116	\$ 170,855	42.5%	48	\$ 90,631	17.6%	109	\$ 700,669	39.9%	6.86%
NOV-2013	160	\$ 162,656	52.3%	42	\$ 136,680	13.7%	104	\$ 724,264	34.0%	7.67%
DEC-2013	153	\$ 241,646	46.6%	64	\$ 101,919	19.5%	111	\$ 806,904	33.8%	8.21%
JAN-2014	143	\$ 186,425	48.5%	44	\$ 84,538	14.9%	108	\$ 784,431	36.6%	7.37%
FEB-2014	178	\$ 332,976	49.7%	73	\$ 136,407	20.4%	107	\$ 817,917	29.9%	8.94%
MAR-2014	167	\$ 332,595	48.4%	71	\$ 125,636	20.6%	107	\$ 601,318	31.0%	8.61%
APR-2014	174	\$ 284,419	51.2%	59	\$ 142,835	17.4%	107	\$ 569,386	31.5%	8.49%
MAY-2014	172	\$ 253,755	53.1%	60	\$ 99,972	18.5%	92	\$ 606,933	28.4%	8.10%
JUN-2014	172	\$ 208,800	51.5%	72	\$ 132,826	21.6%	90	\$ 592,187	26.9%	8.37%
JUL-2014	172	\$ 223,617	57.1%	44	\$ 43,034	14.6%	85	\$ 548,218	28.2%	7.54%
AUG-2014	148	\$ 168,244	50.0%	61	\$ 143,302	20.6%	87	\$ 560,724	29.4%	7.42%
SEP-2014	142	\$ 116,750	51.6%	57	\$ 75,737	20.7%	76	\$ 618,978	27.6%	6.91%
OCT-2014	137	\$ 92,232	50.2%	51	\$ 33,898	18.7%	85	\$ 583,979	31.1%	6.87%
NOV-2014	175	\$ 288,905	56.6%	40	\$ 43,678	12.9%	94	\$ 589,179	30.4%	7.77%
DEC-2014	163	\$ 242,262	48.8%	77	\$ 213,495	23.1%	94	\$ 571,846	28.1%	8.40%

Small & Medium Business Rural

Month	30 - 59 Days			60 - 90 Days			90+ Days			% of Rural in Arrears
	Number of Accounts	Arrears	% of Accounts in Arrears	Number of Accounts	Arrears	% of Accounts in Arrears	Number of Accounts	Arrears	% of Accounts in Arrears	
JAN-2012	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
FEB-2012	945	\$ 846,040	60.3%	231	\$ 263,246	14.7%	391	\$ 823,321	25.0%	5.57%
MAR-2012	867	\$ 734,015	58.1%	294	\$ 263,655	19.7%	332	\$ 810,887	22.2%	5.31%
APR-2012	934	\$ 728,485	59.3%	315	\$ 293,983	20.0%	325	\$ 857,296	20.6%	5.59%
MAY-2012	845	\$ 515,564	58.6%	276	\$ 253,286	19.1%	322	\$ 890,424	22.3%	5.12%
JUN-2012	844	\$ 438,066	58.6%	266	\$ 216,814	18.5%	331	\$ 946,265	23.0%	5.12%
JUL-2012	766	\$ 382,607	55.3%	263	\$ 166,240	19.0%	356	\$ 912,909	25.7%	4.91%
AUG-2012	743	\$ 428,183	55.7%	247	\$ 158,909	18.5%	344	\$ 911,640	25.8%	4.73%
SEP-2012	869	\$ 478,659	58.9%	240	\$ 172,527	16.3%	366	\$ 962,511	24.8%	5.22%
OCT-2012	720	\$ 353,225	55.6%	232	\$ 150,821	17.9%	343	\$ 967,291	26.5%	4.58%
NOV-2012	814	\$ 549,261	58.8%	235	\$ 173,303	17.0%	336	\$ 986,422	24.3%	4.89%
DEC-2012	1,081	\$ 784,564	63.1%	273	\$ 221,799	15.9%	359	\$ 1,010,054	21.0%	6.04%
JAN-2013	816	\$ 640,501	57.0%	267	\$ 230,346	18.7%	348	\$ 1,056,585	24.3%	5.04%
FEB-2013	1,001	\$ 857,914	62.2%	274	\$ 251,825	17.0%	334	\$ 1,055,747	20.8%	5.67%
MAR-2013	1,053	\$ 971,444	61.6%	320	\$ 317,422	18.7%	336	\$ 1,046,066	19.7%	6.02%
APR-2013	824	\$ 735,323	56.3%	312	\$ 358,372	21.3%	327	\$ 1,103,926	22.4%	5.15%
MAY-2013	886	\$ 700,974	60.7%	252	\$ 270,137	17.3%	322	\$ 1,121,353	22.1%	5.14%
JUN-2013	979	\$ 546,505	61.4%	317	\$ 262,207	19.9%	299	\$ 1,079,617	18.7%	5.60%
JUL-2013	826	\$ 594,932	59.4%	247	\$ 177,371	17.8%	317	\$ 1,014,437	22.8%	4.88%
AUG-2013	871	\$ 455,613	60.2%	255	\$ 177,640	17.6%	320	\$ 1,041,404	22.1%	5.08%
SEP-2013	822	\$ 502,672	58.8%	267	\$ 166,066	19.1%	310	\$ 1,065,773	22.2%	4.91%
OCT-2013	740	\$ 424,282	58.5%	241	\$ 142,105	19.0%	285	\$ 817,162	22.5%	4.44%
NOV-2013	872	\$ 554,626	62.2%	246	\$ 188,438	17.5%	285	\$ 811,639	20.3%	4.91%
DEC-2013	939	\$ 877,389	60.7%	289	\$ 197,491	18.7%	319	\$ 911,772	20.6%	5.41%
JAN-2014	847	\$ 673,472	61.4%	249	\$ 151,312	18.1%	283	\$ 904,998	20.5%	4.81%
FEB-2014	1,055	\$ 929,393	62.9%	317	\$ 255,561	18.9%	306	\$ 944,707	18.2%	5.86%
MAR-2014	928	\$ 925,828	59.0%	338	\$ 248,390	21.5%	308	\$ 740,707	19.6%	5.49%
APR-2014	966	\$ 884,339	61.0%	303	\$ 277,924	19.1%	314	\$ 719,575	19.8%	5.52%
MAY-2014	968	\$ 785,896	63.1%	300	\$ 259,208	19.5%	267	\$ 723,066	17.4%	5.35%
JUN-2014	952	\$ 597,777	61.3%	326	\$ 256,874	21.0%	274	\$ 741,197	17.7%	5.42%
JUL-2014	852	\$ 541,558	60.9%	279	\$ 127,397	19.9%	269	\$ 685,295	19.2%	4.89%
AUG-2014	857	\$ 505,812	59.6%	264	\$ 224,498	18.4%	316	\$ 701,967	22.0%	5.02%
SEP-2014	831	\$ 419,818	61.9%	241	\$ 135,604	17.9%	271	\$ 751,443	20.2%	4.69%
OCT-2014	720	\$ 327,242	59.0%	254	\$ 90,793	20.8%	246	\$ 714,024	20.2%	4.26%
NOV-2014	884	\$ 635,315	64.7%	227	\$ 102,896	16.6%	256	\$ 715,668	18.7%	4.78%
DEC-2014	868	\$ 593,394	62.1%	266	\$ 288,131	19.0%	263	\$ 697,277	18.8%	4.88%



Small & Medium Business Winnipeg

Month	30 - 59 Days			60 - 90 Days			90+ Days			% of Winnipeg in Arrears
	Number of Accounts	Arrears	% of Accounts in Arrears	Number of Accounts	Arrears	% of Accounts in Arrears	Number of Accounts	Arrears	% of Accounts in Arrears	
JAN-2012	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
FEB-2012	911	\$ 585,706	73.9%	198	\$ 137,097	16.1%	124	\$ 1,155,786	10.1%	5.28%
MAR-2012	801	\$ 553,297	68.5%	265	\$ 113,678	22.6%	104	\$ 1,127,470	8.9%	5.01%
APR-2012	770	\$ 810,969	67.7%	254	\$ 122,502	22.3%	113	\$ 1,140,150	9.9%	4.87%
MAY-2012	713	\$ 406,996	67.5%	219	\$ 87,348	20.7%	124	\$ 49,759	11.7%	4.52%
JUN-2012	707	\$ 434,925	68.1%	199	\$ 71,172	19.2%	132	\$ 57,419	12.7%	4.45%
JUL-2012	675	\$ 351,585	65.7%	235	\$ 64,879	22.9%	117	\$ 61,324	11.4%	4.40%
AUG-2012	699	\$ 473,945	71.3%	180	\$ 64,036	18.3%	102	\$ 32,029	10.4%	4.21%
SEP-2012	796	\$ 458,689	70.0%	241	\$ 76,847	21.2%	100	\$ 31,351	8.8%	4.87%
OCT-2012	729	\$ 347,670	70.4%	211	\$ 72,240	20.4%	96	\$ 31,561	9.3%	4.44%
NOV-2012	720	\$ 329,769	71.8%	207	\$ 51,575	20.6%	76	\$ 19,694	7.6%	4.29%
DEC-2012	841	\$ 486,937	72.7%	231	\$ 71,196	20.0%	85	\$ 21,080	7.3%	4.95%
JAN-2013	749	\$ 392,753	73.5%	183	\$ 79,623	18.0%	87	\$ 29,577	8.5%	4.36%
FEB-2013	848	\$ 687,907	70.9%	248	\$ 102,500	20.7%	100	\$ 41,003	8.4%	5.12%
MAR-2013	853	\$ 1,023,310	70.4%	258	\$ 116,063	21.3%	101	\$ 54,804	8.3%	5.18%
APR-2013	691	\$ 469,650	65.6%	240	\$ 133,574	22.8%	122	\$ 72,106	11.6%	4.50%
MAY-2013	743	\$ 401,683	70.2%	196	\$ 79,420	18.5%	119	\$ 69,951	11.2%	4.52%
JUN-2013	789	\$ 535,236	66.1%	289	\$ 105,982	24.2%	116	\$ 64,870	9.7%	5.10%
JUL-2013	698	\$ 400,544	67.9%	199	\$ 75,673	19.4%	131	\$ 36,149	12.7%	4.40%
AUG-2013	771	\$ 427,135	70.4%	199	\$ 89,956	18.2%	125	\$ 44,140	11.4%	4.68%
SEP-2013	750	\$ 479,462	68.7%	226	\$ 95,100	20.7%	115	\$ 40,668	10.5%	4.66%
OCT-2013	694	\$ 427,657	68.8%	198	\$ 65,142	19.6%	117	\$ 48,223	11.6%	4.31%
NOV-2013	756	\$ 378,563	72.9%	191	\$ 71,279	18.4%	90	\$ 33,931	8.7%	4.42%
DEC-2013	821	\$ 453,865	72.4%	214	\$ 80,626	18.9%	99	\$ 37,915	8.7%	4.83%
JAN-2014	788	\$ 462,839	72.9%	207	\$ 64,140	19.1%	86	\$ 28,614	8.0%	4.60%
FEB-2014	863	\$ 605,518	71.5%	243	\$ 68,742	20.1%	101	\$ 26,551	8.4%	5.14%
MAR-2014	815	\$ 543,079	65.8%	284	\$ 136,779	22.9%	139	\$ 32,478	11.2%	5.27%
APR-2014	768	\$ 503,519	64.5%	276	\$ 111,895	23.2%	147	\$ 48,792	12.3%	5.07%
MAY-2014	746	\$ 464,269	63.8%	268	\$ 128,685	22.9%	155	\$ 67,680	13.3%	4.97%
JUN-2014	729	\$ 486,579	61.9%	249	\$ 103,720	21.2%	199	\$ 89,966	16.9%	5.01%
JUL-2014	686	\$ 391,069	62.9%	214	\$ 87,269	19.6%	190	\$ 79,253	17.4%	4.64%
AUG-2014	796	\$ 599,130	64.7%	245	\$ 111,957	19.9%	189	\$ 89,245	15.4%	5.24%
SEP-2014	764	\$ 583,801	67.7%	218	\$ 115,232	19.3%	146	\$ 79,988	12.9%	4.80%
OCT-2014	621	\$ 363,862	63.7%	226	\$ 89,417	23.2%	128	\$ 72,043	13.1%	4.16%
NOV-2014	759	\$ 522,081	68.9%	208	\$ 70,766	18.9%	135	\$ 75,796	12.3%	4.70%
DEC-2014	697	\$ 377,026	67.7%	222	\$ 71,185	21.6%	110	\$ 69,079	10.7%	4.39%

Small & Medium Business Province Wide

Month	30 - 59 Days			60 - 90 Days			90+ Days			% of Province in Arrears
	Number of Accounts	Arrears	% of Accounts in Arrears	Number of Accounts	Arrears	% of Accounts in Arrears	Number of Accounts	Arrears	% of Accounts in Arrears	
JAN-2012	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
FEB-2012	1,856	\$ 1,431,746	66.3%	429	\$ 400,344	15.3%	515	\$ 1,979,107	18.4%	5.44%
MAR-2012	1,668	\$ 1,287,313	62.6%	559	\$ 377,333	21.0%	436	\$ 1,938,357	16.4%	5.17%
APR-2012	1,704	\$ 1,539,454	62.9%	569	\$ 416,485	21.0%	438	\$ 1,997,446	16.2%	5.26%
MAY-2012	1,558	\$ 922,560	62.3%	495	\$ 340,634	19.8%	446	\$ 940,183	17.8%	4.85%
JUN-2012	1,551	\$ 872,991	62.6%	465	\$ 287,985	18.8%	463	\$ 1,003,685	18.7%	4.81%
JUL-2012	1,441	\$ 734,192	59.7%	498	\$ 231,118	20.6%	473	\$ 974,233	19.6%	4.68%
AUG-2012	1,442	\$ 902,127	62.3%	427	\$ 222,944	18.4%	446	\$ 943,669	19.3%	4.49%
SEP-2012	1,665	\$ 937,348	63.7%	481	\$ 249,374	18.4%	466	\$ 993,862	17.8%	5.06%
OCT-2012	1,449	\$ 700,896	62.2%	443	\$ 223,061	19.0%	439	\$ 998,852	18.8%	4.52%
NOV-2012	1,534	\$ 879,030	64.2%	442	\$ 224,877	18.5%	412	\$ 1,006,116	17.3%	4.62%
DEC-2012	1,922	\$ 1,271,501	67.0%	504	\$ 292,996	17.6%	444	\$ 1,031,134	15.5%	5.55%
JAN-2013	1,565	\$ 1,033,254	63.9%	450	\$ 309,969	18.4%	435	\$ 1,086,161	17.8%	4.74%
FEB-2013	1,849	\$ 1,545,821	65.9%	522	\$ 354,325	18.6%	434	\$ 1,096,750	15.5%	5.42%
MAR-2013	1,906	\$ 1,994,754	65.3%	578	\$ 433,485	19.8%	437	\$ 1,100,870	15.0%	5.64%
APR-2013	1,515	\$ 1,204,974	60.2%	552	\$ 491,946	21.9%	449	\$ 1,176,033	17.8%	4.86%
MAY-2013	1,629	\$ 1,102,658	64.7%	448	\$ 349,557	17.8%	441	\$ 1,191,304	17.5%	4.86%
JUN-2013	1,768	\$ 1,081,741	63.4%	606	\$ 368,189	21.7%	415	\$ 1,144,486	14.9%	5.38%
JUL-2013	1,524	\$ 995,476	63.0%	446	\$ 253,045	18.4%	448	\$ 1,050,586	18.5%	4.66%
AUG-2013	1,642	\$ 882,748	64.6%	454	\$ 267,596	17.9%	445	\$ 1,085,544	17.5%	4.90%
SEP-2013	1,572	\$ 982,134	63.1%	493	\$ 261,166	19.8%	425	\$ 1,106,442	17.1%	4.80%
OCT-2013	1,434	\$ 851,939	63.0%	439	\$ 207,246	19.3%	402	\$ 865,385	17.7%	4.38%
NOV-2013	1,628	\$ 933,188	66.7%	437	\$ 259,717	17.9%	375	\$ 845,570	15.4%	4.69%
DEC-2013	1,760	\$ 1,331,254	65.6%	503	\$ 278,117	18.8%	418	\$ 949,687	15.6%	5.15%
JAN-2014	1,635	\$ 1,136,312	66.5%	456	\$ 215,452	18.5%	369	\$ 933,612	15.0%	4.72%
FEB-2014	1,918	\$ 1,534,912	66.5%	560	\$ 324,303	19.4%	407	\$ 971,258	14.1%	5.53%
MAR-2014	1,743	\$ 1,468,907	62.0%	622	\$ 385,168	22.1%	447	\$ 773,185	15.9%	5.39%
APR-2014	1,734	\$ 1,387,857	62.5%	579	\$ 389,819	20.9%	461	\$ 768,366	16.6%	5.32%
MAY-2014	1,714	\$ 1,250,165	63.4%	568	\$ 387,892	21.0%	422	\$ 790,747	15.6%	5.18%
JUN-2014	1,681	\$ 1,084,356	61.6%	575	\$ 360,593	21.1%	473	\$ 831,163	17.3%	5.23%
JUL-2014	1,538	\$ 932,627	61.8%	493	\$ 214,666	19.8%	459	\$ 764,547	18.4%	4.77%
AUG-2014	1,653	\$ 1,104,942	62.0%	509	\$ 336,455	19.1%	505	\$ 791,212	18.9%	5.11%
SEP-2014	1,595	\$ 1,003,619	64.5%	459	\$ 250,836	18.6%	417	\$ 831,431	16.9%	4.74%
OCT-2014	1,341	\$ 691,103	61.1%	480	\$ 180,210	21.9%	374	\$ 786,066	17.0%	4.21%
NOV-2014	1,643	\$ 1,157,396	66.5%	435	\$ 173,662	17.6%	391	\$ 791,464	15.8%	4.74%
DEC-2014	1,565	\$ 970,420	64.5%	488	\$ 359,316	20.1%	373	\$ 766,357	15.4%	4.66%

<b>Section:</b>	Tab 6	<b>Page No.:</b>	
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	Bill impacts, mitigation of bill impacts		
<b>Issue:</b>	Equity		

**PREAMBLE TO IR (IF ANY):**

The Board has expressed particular concern for rate impacts on low-income and First Nations customers, and customers in arrears, and noted the value of DSM in mitigating such impacts (e.g., NFAT Final Report at pgs. 21, 29). At least one outside review of the DSM program provided by Manitoba Hydro in response to MKO-Coalition/1-9 notes the lack of a DSM measure targeting heating systems of all-electric customers (MKO-Coalition/1-9 attach. at document pp 67-68).

**QUESTION:**

State and describe in full detail all the measures by which

- a) the Affordable Energy Program and
- b) the Heating Fuel Choice Initiative

assists low-income all-electric customers who do not have access to gas heat.

**RATIONALE FOR QUESTION:**

To review and analyze bill mitigation strategies for all-electric customers.

**RESPONSE:**

For details of all the measures available to low-income customers through the Affordable Energy Program, please see Manitoba Hydro's response to MMF/MH-I-24. In addition, customers who primarily heat with oil or propane may be eligible for an electric furnace through the Affordable Energy Program for \$9.50/per month for 5 years for a total of \$570.

The Heating Fuel Choice Initiative is currently an education awareness effort focused on informing customers of factors to be considered in making fuel choice decisions. In non gas available areas, decisions may involve the use of electricity, oil, propane, geothermal and wood.

<b>Section:</b>	Tab 6	<b>Page No.:</b>	
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	Bill impacts, Energy poverty		
<b>Issue:</b>	Equity		

**PREAMBLE TO IR (IF ANY):**

As indicated in Manitoba Hydro's response to MMF/MH-1-41, some of Manitoba Hydro's response to customers with difficulties in paying their bills are focused on customers with an emergency.

**QUESTION:**

State and describe in full all the measures by which low-income customers who are routinely (that is, not as a matter of emergency) unable to afford their electricity bills are assisted to afford their electricity bills -- that is, customers whose income is insufficient for bill management programs such as payment plans to be sufficient to make electricity bills affordable. Include computations to show the development (if any) from unaffordable to affordable bills. Also include the number of customers served by each such measure. There is no need to repeat the material in the response to MMF/MH-1-41.

**RATIONALE FOR QUESTION:**

To review and analyze programmatic response, including scale thereof, to customers who are routinely unable to afford their electricity bills.

**RESPONSE:**

Social programming is the responsible of government and not within Manitoba Hydro's mandate.

<b>Section:</b>	Appendix 8.1, sec. 1.3	<b>Page No.:</b>	9
<b>Topic:</b>	Affordable Energy Program		
<b>Subtopic:</b>	Participation		
<b>Issue:</b>	Multi-unit residential buildings		

**PREAMBLE TO IR (IF ANY):**

In its responses to MKO-Coalition/MH-1-3a and 9, respectively, Manitoba Hydro discussed the potential for LED lighting and other services to multi-unit residential buildings.

**QUESTION:**

Describe in detail:

- a) the “options where some LED lighting could be provided in an economic manner to lower income tenants living in multi-unit residential housing” under the Affordable Energy Program, as well as
- b) services to social housing and landlord apartment buildings (i.e., 5+ units).

**RATIONALE FOR QUESTION:**

To review and analyze Manitoba Hydro’s programs for multi-unit low-income residential buildings.

**RESPONSE:**

Manitoba Hydro is currently exploring options and has not exhausted all avenues in which LED lighting could be provided to lower income tenants living in multi-unit residential housing, social housing and landlord apartment buildings. The basic test that should be applied is whether the associated benefits would be expected to exceed the associated costs.

<b>Section:</b>	Tab 6	<b>Page No.:</b>	Sec. 6.2
<b>Topic:</b>	Residential low-income, small and medium business, other customer segments		
<b>Subtopic:</b>	Credit and collections		
<b>Issue:</b>	Reasonableness of low-income collections and fees		

**PREAMBLE TO IR (IF ANY):**

In response to GAC/MH-1-6, Manitoba Hydro states that it does not file a cost justification for its late fees.

**QUESTION:**

- a) In Manitoba Hydro's view, is it necessary that late payment fees be justified by costs of late payment?
- b) Irrespective of whether it has been filed, provide a full itemized analysis of the costs of late payment:
  - i. per late bill; and
  - ii. per dollar of late payment.

**RATIONALE FOR QUESTION:**

To review and analyze the costs to the utility of late payment.

**RESPONSE:**

- a) The appropriate level of the late payment fee is not determined on cost. While the late payment fee, at a minimum, should allow the Corporation to recover the costs associated with delayed payment, it needs to provide an economic incentive for customers to pay, in a timely manner, for the electric service provided.
- b) Manitoba Hydro has not completed a fully itemized analysis of the costs of late payment on a per bill or per dollar of late payment basis.

<b>Section:</b>	Tab 6	<b>Page No.:</b>	Sec. 6.2
<b>Topic:</b>	Residential low-income, small and medium business, other customer segments		
<b>Subtopic:</b>	Credit and collections		
<b>Issue:</b>	Reasonableness of low-income credit and collection activity		

**PREAMBLE TO IR (IF ANY):**

In response to GAC/MH1-17a, Manitoba Hydro provided a list of some, but not all of the criteria it measures to assess credit and collection activity effectiveness.

**QUESTION:**

- a) Provide a list of all of the criteria.
- b) For each of the last five years, subject to the proviso that follows, provide the measurements results with respect to the following criteria:
  - (1) Yearly Write Off statistics;
  - (2) Monthly Bad Debt Assignment statistics;
  - (3) Payment arrangement statistics;
  - (4) Disconnection/Reconnection statistics; and
  - (5) Each of the additional criteria provided in response to a) above.

Provide the foregoing results for each of the following:

- i. Total Company;
- ii. Residential;
- iii. Small-medium business;
- iv. Low-income and LICO-125;
- v. First Nations residential;
- vi. Rural residential;
- vii. Northern Manitoba residential;
- viii. All-electric residential customers; and
- ix. Winnipeg residential.



**RATIONALE FOR QUESTION:**

To review and analyze credit and collection activity effectiveness.

**RESPONSE:**

a) Please see the response to GAC/MH-I-17a for a list of the criteria used to assess on an ongoing basis the effectiveness of Manitoba Hydro’s current credit and collection activities. This list includes the most accepted and frequently used measures, however, there are other operational reports that are used. Please see the response to GAC/MH-I-21 for other data collected.

b) 1)

<b>Yearly Write Off Statistics (in 1000s)</b>							
	<b>2015</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>	<b>2009</b>
i) Total Company <sup>1</sup>	\$3,890	\$2,509	\$2,466	\$3,054	\$3,003	\$3,412	\$3,382
ii) Residential	\$2,900	\$1,643	\$2,110	\$2,374	\$2,175	\$2,585	\$2,592
iii) General Service	\$576	\$649	\$271	\$457	\$474	\$493	\$460
iv) Low-income and LICO-125	n/a	n/a	n/a	n/a	n/a	n/a	n/a
v) First Nations Residential	n/a	n/a	n/a	n/a	n/a	n/a	n/a
vi) Rural <sup>2,3</sup>	\$2,130	\$1,493	\$1,431	\$2,001	\$1,713	\$1,969	\$1,920
vii) Northern Manitoba <sup>2</sup>	\$607	\$452	\$566	\$766	\$668	\$784	\$701
viii) All-electric customers	n/a	n/a	n/a	n/a	n/a	n/a	n/a
ix) Winnipeg <sup>2</sup>	\$1,760	\$1,155	\$1,268	\$1,302	\$1,475	\$1,628	\$1,738

Notes: <sup>1</sup> Total Company includes non-energy related write-offs

<sup>2</sup> Includes both Residential and Commercial

<sup>3</sup> Rural includes all districts outside of Winnipeg, including Northern Manitoba

- 2) Monthly Bad Debt Assignments are only available on a total company basis and cannot be broken down by any of the segments requested.

<b>Monthly Bad Debt Assignments (in 1000s)</b>							
<b>Month</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>	<b>2011</b>	<b>2010</b>	<b>2009</b>	<b>2008</b>
January	\$ 286	\$ 230	\$ 172	\$ 239	\$ 284	\$ 279	\$ 326
February	\$ 223	\$ 366	\$ 373	\$ 246	\$ 335	\$ 437	\$ 183
March	\$ 283	\$ 170	\$ 146	\$ 168	\$ 198	\$ 391	\$ 379
April	\$ 164	\$ 181	\$ 161	\$ 207	\$ 229	\$ 122	\$ 162
May	\$ 200	\$ 286	\$ 154	\$ 306	\$ 200	\$ 182	\$ 211
June	\$ 269	\$ 258	\$ 290	\$ 262	\$ 289	\$ 266	\$ 500
July	\$ 213	\$ 370	\$ 275	\$ 174	\$ 272	\$ 168	\$ 268
August	\$ 237	\$ 561	\$ 240	\$ 160	\$ 289	\$ 150	\$ 255
September	\$ 231	\$ 467	\$ 141	\$ 231	\$ 168	\$ 243	\$ 292
October	\$ 520	\$ 250	\$ 134	\$ 217	\$ 304	\$ 322	\$ 348
November	\$ 551	\$ 338	\$ 337	\$ 189	\$ 461	\$ 303	\$ 310
December	\$ 801	\$ 317	\$ 221	\$ 341	\$ 302	\$ 496	\$ 387

- 3) i.

<b>Payment Arrangements, Total Company (Residential &amp; Commercial)</b>						
<b>Month</b>	<b>2012</b>		<b>2013</b>		<b>2014</b>	
	<b>Value</b>	<b>Number</b>	<b>Value</b>	<b>Number</b>	<b>Value</b>	<b>Number</b>
January	\$ 7,673,828	10,780	\$ 7,152,775	10,796	\$ 8,132,170	11,214
February	\$ 8,215,364	10,871	\$ 8,001,686	9,871	\$ 8,583,641	10,192
March	\$12,234,291	14,521	\$12,176,107	13,138	\$13,343,295	13,824
April	\$12,295,964	15,364	\$15,773,241	16,360	\$16,796,189	16,214
May	\$13,011,295	15,975	\$15,412,891	16,548	\$17,169,039	17,296
June	\$10,043,243	13,821	\$12,320,226	14,995	\$13,240,562	15,456
July	\$ 7,846,382	12,458	\$11,487,309	15,747	\$11,156,071	15,207
August	\$ 6,900,627	11,818	\$ 8,381,297	12,673	\$ 8,031,677	11,977
September	\$ 4,995,632	8,510	\$ 7,522,575	10,803	\$ 7,247,524	10,501
October	\$ 6,567,440	10,297	\$ 6,782,881	11,779	\$ 6,672,172	11,117
November	\$ 4,657,629	8,787	\$ 5,472,417	9,996	\$ 5,031,574	9,156
December	\$ 3,455,859	6,487	\$ 5,207,119	8,308	\$ 5,176,398	8,144

ii.

<b>Payment Arrangements, Residential</b>						
Month	2012		2013		2014	
	Value	Number	Value	Number	Value	Number
January	\$ 6,337,537	10,233	\$ 5,965,911	10,306	\$ 6,682,086	10,567
February	\$ 6,816,616	10,347	\$ 6,473,461	9,295	\$ 7,247,767	9,662
March	\$10,445,008	13,897	\$10,361,324	12,444	\$11,332,768	13,031
April	\$10,876,435	14,729	\$13,435,323	15,547	\$14,938,874	15,505
May	\$11,497,943	15,341	\$13,865,643	15,871	\$15,512,350	16,574
June	\$ 8,741,744	13,283	\$11,027,289	14,449	\$11,808,977	14,783
July	\$ 7,063,786	11,980	\$10,075,402	15,064	\$ 9,758,580	14,574
August	\$ 6,216,679	11,394	\$ 7,514,147	12,172	\$ 7,086,569	11,494
September	\$ 4,484,750	8,157	\$ 6,603,848	10,369	\$ 6,373,361	10,028
October	\$ 5,201,188	9,909	\$ 5,892,024	11,317	\$ 5,812,909	10,631
November	\$ 4,025,346	8,413	\$ 4,616,399	9,537	\$ 4,427,665	8,807
December	\$ 2,844,701	6,169	\$ 4,181,121	7,922	\$ 4,069,364	7,668

iii. Please see Manitoba Hydro's response to MMF-MH-II-16a)2)v) for Commercial Payment Arrangement Statistics.

iv. Consistent with other responses, Manitoba Hydro does not collect customer income information.

v.

<b>Payment Arrangements, First Nations Residential</b>						
Month	2012		2013		2014	
	Value	Number	Value	Number	Value	Number
January	\$ 821,180	520	\$ 432,933	324	\$ 555,834	408
February	\$ 567,041	444	\$ 476,431	348	\$ 532,987	361
March	\$1,009,973	650	\$1,161,670	543	\$1,018,585	630
April	\$1,418,261	865	\$1,795,325	917	\$2,340,879	1,163
May	\$2,874,358	1,415	\$3,141,666	1,354	\$3,871,803	1,784
June	\$2,053,575	1,141	\$2,267,101	1,149	\$2,640,011	1,575
July	\$1,753,372	1,068	\$2,352,782	1,178	\$1,856,541	1,387
August	\$1,333,888	885	\$1,958,232	1,212	\$1,422,484	1,165
September	\$1,202,391	759	\$1,803,371	1,102	\$1,367,850	981
October	\$1,187,181	710	\$1,106,550	1,016	\$ 922,550	874
November	\$ 525,830	363	\$ 359,873	351	\$ 394,088	408
December	\$ 165,086	172	\$ 231,794	213	\$ 297,072	293

vi.

<b>Payment Arrangements, Rural Residential</b>						
Month	2012		2013		2014	
	Value	Number	Value	Number	Value	Number
January	\$1,779,418	2,689	\$1,551,660	2,297	\$ 2,163,526	3,095
February	\$2,315,901	3,016	\$2,158,619	2,500	\$ 2,296,006	2,568
March	\$4,453,922	5,193	\$4,291,710	4,600	\$ 5,013,288	4,873
April	\$4,275,110	5,013	\$5,373,247	5,438	\$ 6,599,429	6,137
May	\$3,891,437	5,224	\$5,226,176	5,623	\$ 5,809,260	6,070
June	\$3,018,741	4,583	\$4,306,801	5,367	\$ 4,782,488	5,665
July	\$2,324,322	4,055	\$3,829,646	5,536	\$ 4,018,928	5,489
August	\$1,908,364	3,666	\$2,758,721	4,309	\$ 2,818,266	4,307
September	\$1,287,682	2,309	\$2,327,317	3,769	\$ 2,235,659	3,536
October	\$1,073,545	2,175	\$1,940,022	3,496	\$ 2,277,216	3,823
November	\$ 932,489	1,815	\$1,499,917	2,739	\$ 1,606,742	2,933
December	\$ 690,097	1,373	\$1,346,739	2,275	\$ 1,360,279	2,267

vii.

<b>Payment Arrangements, Northern Residential</b>						
Month	2012		2013		2014	
	Value	Number	Value	Number	Value	Number
January	\$ 825,264	461	\$ 381,437	242	\$ 703,059	561
February	\$ 514,912	343	\$ 471,800	310	\$ 671,617	473
March	\$1,266,407	822	\$1,796,440	958	\$ 1,373,222	900
April	\$1,429,303	788	\$2,081,502	1,069	\$ 2,200,403	1,105
May	\$3,033,127	1,316	\$3,471,342	1,570	\$ 3,838,005	1,830
June	\$2,186,543	1,124	\$2,846,225	1,411	\$ 2,433,492	1,445
July	\$1,852,899	930	\$2,482,051	1,390	\$ 1,749,241	1,347
August	\$1,538,187	826	\$1,913,742	1,201	\$ 1,314,475	1,132
September	\$1,142,451	649	\$1,832,151	1,034	\$ 1,334,105	911
October	\$1,343,284	631	\$1,062,129	971	\$ 809,618	821
November	\$ 582,991	327	\$ 458,173	487	\$ 408,962	464
December	\$ 152,223	124	\$ 431,535	391	\$ 326,932	343

viii. Manitoba Hydro is unable to provide payment arrangement statistics for the all-electric residential segment.

ix.

<b>Payment Arrangements, Winnipeg Residential</b>						
Month	2012		2013		2014	
	Value	Number	Value	Number	Value	Number
January	\$ 3,732,855	7,083	\$ 4,032,813	7,767	\$ 3,815,501	6,911
February	\$ 3,985,803	6,988	\$ 3,843,042	6,485	\$ 4,280,144	6,621
March	\$ 4,724,679	7,882	\$ 4,273,174	6,886	\$ 4,946,258	7,258
April	\$ 5,172,023	8,928	\$ 5,980,574	9,040	\$ 6,139,041	8,263
May	\$ 4,573,379	8,801	\$ 5,168,125	8,678	\$ 5,865,085	8,674
June	\$ 3,536,460	7,576	\$ 3,874,264	7,671	\$ 4,592,996	7,673
July	\$ 2,886,566	6,995	\$ 3,763,705	8,138	\$ 3,990,412	7,738
August	\$ 2,770,128	6,902	\$ 2,841,685	6,662	\$ 2,953,829	6,055
September	\$ 2,054,618	5,199	\$ 2,444,380	5,566	\$ 2,803,598	5,581
October	\$ 2,784,358	7,103	\$ 2,889,873	6,850	\$ 2,726,075	5,987
November	\$ 2,509,866	6,271	\$ 2,658,310	6,311	\$ 2,411,960	5,410
December	\$ 2,002,381	4,672	\$ 2,402,847	5,256	\$ 2,382,153	5,058

4) i.

<b>Total Company (Residential &amp; Commercial)</b>						
Month	2012		2013		2014	
	Disconnect	Reconnect	Disconnect	Reconnect	Disconnect	Reconnect
January	174	248	108	119	132	139
February	249	229	180	173	207	204
March	192	233	171	177	226	210
April	415	332	158	155	426	321
May	1,213	925	1,420	1,021	2,075	1,512
June	1,135	1,076	1,890	1,653	2,800	2,396
July	993	965	2,071	1,874	2,604	2,412
August	1,077	1,094	1,808	1,874	2,001	2,025
September	692	884	1,266	1,449	1,384	1,719
October	568	653	854	1,056	776	1,067
November	205	346	215	389	172	368
December	63	128	133	198	127	217

ii.

<b>Residential</b>						
	<b>2012</b>		<b>2013</b>		<b>2014</b>	
<b>Month</b>	<b>Disconnect</b>	<b>Reconnect</b>	<b>Disconnect</b>	<b>Reconnect</b>	<b>Disconnect</b>	<b>Reconnect</b>
January	159	231	92	106	110	123
February	233	215	173	162	186	185
March	180	208	152	160	196	183
April	383	308	136	134	394	292
May	1,185	893	1,395	996	1,994	1,454
June	1,108	1,027	1,853	1,625	2,726	2,344
July	973	943	2,016	1,837	2,549	2,377
August	1,052	1,072	1,763	1,829	1,956	1,980
September	671	863	1,205	1,405	1,331	1,664
October	546	633	826	1,026	746	1,025
November	190	327	190	342	157	344
December	54	121	119	187	109	199

iii.

<b>Commercial</b>						
	<b>2012</b>		<b>2013</b>		<b>2014</b>	
<b>Month</b>	<b>Disconnect</b>	<b>Reconnect</b>	<b>Disconnect</b>	<b>Reconnect</b>	<b>Disconnect</b>	<b>Reconnect</b>
January	15	17	16	13	22	16
February	16	14	7	11	21	19
March	12	25	19	17	30	27
April	32	24	22	21	32	29
May	28	32	25	25	81	58
June	27	49	37	28	74	52
July	20	22	55	37	55	35
August	25	22	45	45	45	45
September	21	21	61	44	53	55
October	22	20	28	30	30	42
November	15	19	25	47	15	24
December	9	7	14	11	18	18

v.

First Nations Residential						
	2012		2013		2014	
Month	Disconnect	Reconnect	Disconnect	Reconnect	Disconnect	Reconnect
January	2	14	2	5	1	5
February	3	6	2	5	0	8
March	2	8	0	0	0	1
April	42	28	0	2	15	7
May	304	248	162	119	413	281
June	237	229	243	198	648	520
July	232	211	375	323	603	529
August	300	284	506	462	515	483
September	228	234	490	473	338	419
October	205	231	345	420	238	320
November	6	55	0	57	1	57
December	1	15	0	19	0	32

vi.

Rural Residential						
	2012		2013		2014	
Month	Disconnect	Reconnect	Disconnect	Reconnect	Disconnect	Reconnect
January	35	39	14	19	10	23
February	41	41	10	10	18	26
March	47	55	16	20	18	18
April	198	134	21	19	129	85
May	455	360	445	325	802	619
June	283	275	662	531	1,019	865
July	255	272	769	670	893	846
August	225	228	612	633	671	650
September	236	250	543	560	489	547
October	104	138	328	419	347	441
November	20	72	37	112	23	114
December	6	17	15	42	10	55

vii.

North Residential						
	2012		2013		2014	
Month	Disconnect	Reconnect	Disconnect	Reconnect	Disconnect	Reconnect
January	2	17	0	2	2	5
February	0	2	0	5	2	6
March	0	4	0	0	7	6
April	4	7	0	4	1	2
May	259	202	178	133	310	217
June	239	222	279	220	550	440
July	208	189	380	322	568	486
August	284	270	367	363	407	416
September	160	177	311	320	240	318
October	201	228	233	296	135	211
November	0	34	0	28	6	43
December	0	8	4	20	10	26

ix)

Winnipeg Residential						
	2012		2013		2014	
Month	Disconnect	Reconnect	Disconnect	Reconnect	Disconnect	Reconnect
January	122	175	78	85	98	95
February	192	172	163	147	166	153
March	133	149	136	140	171	159
April	181	167	115	111	264	205
May	471	331	772	538	882	618
June	586	530	912	874	1,157	1,039
July	510	482	867	845	1,088	1,045
August	543	574	784	833	878	914
September	275	436	351	525	602	799
October	241	267	265	311	264	373
November	170	221	153	202	128	187
December	48	96	100	125	89	118

- 5) The remaining performance measures cannot be broken down by the requested customer segments.



<b>Section:</b>	Tab 6	<b>Page No.:</b>	Sec. 6.2
<b>Topic:</b>	Residential low-income, small and medium business, other customer segments		
<b>Subtopic:</b>	Credit and collections		
<b>Issue:</b>	Arrears; Equity		

**PREAMBLE TO IR (IF ANY):**

In response to GAC/MH-1-17b, Manitoba Hydro provided att. 1, which, at report pgs. 2, 5, 6, 20, 22, provided selected dollar distributions of arrears.

**QUESTION:**

Please provide a dollar distribution of arrears and chargeoffs by the following customer segments for each of the years 2008 to date, in the format of the abovementioned att. 1:

- a) Total Company;
- b) Residential;
- c) Small-medium business;
- d) Low-income and LICO-125;
- e) First Nations residential;
- f) Rural residential;
- g) Northern Manitoba residential;
- h) All-electric residential customers; and
- i) Winnipeg residential.

**RATIONALE FOR QUESTION:**

To review and analyze relative arrears and chargeoff data by certain customer segments.

**RESPONSE:**

In GAC/MH-I-17b Manitoba Hydro provided a copy of the Monticello Consulting Group's report. The report presents data extracted and interpreted by the consultant from information made available by Manitoba Hydro. Manitoba Hydro did not verify the consultant's

interpretation of this trending data at the time of the engagement, nor has it done so since. Manitoba Hydro does not maintain data in this format and to re-create this data and then further analyze it by the customer segments requested is not practical in the time available during this GRA process. Further, the information is not maintained in such a way that would facilitate its categorization into many of the requested customer segments. In any event, Manitoba Hydro anticipates that any such analysis would yield substantially similar results to the data provided in Manitoba Hydro's response to MMF/MH-II-21-b(1) which presents the yearly write off statistics from 2009-2015 by total company, residential, commercial, rural, northern Manitoba and Winnipeg.

<b>Section:</b>	Tab 6	<b>Page No.:</b>	Sec. 6.2
<b>Topic:</b>	Residential low-income, small and medium business, other customer segments		
<b>Subtopic:</b>	Credit and collections		
<b>Issue:</b>	Reasonableness of credit policies		

**PREAMBLE TO IR (IF ANY):**

In response to GAC/MH-1-17b, Manitoba Hydro provided an attachment that, at report pgs. 7-9 and 13, sets out recommended credit risk evaluation, including the use of credit scores. In response to GAC/MH1-52, Manitoba Hydro provides its new security deposit policy as att. 1, pg. 2. It is possible that each of these changes would have a disparate impact across customer segments.

**QUESTION:**

- a) Please describe the projected impact of the credit risk evaluation (including introduction of credit scoring) recommended by Monticello Consulting group and
- b) the new security deposit policy on each of the following customer segments and criteria:
  - i. Total Company;
  - ii. Residential;
  - iii. Small-medium business;
  - iv. Low-income and LICO-125;
  - v. First Nations residential;
  - vi. Rural residential;
  - vii. Northern Manitoba residential;
  - viii. All-electric residential customers;
  - ix. Winnipeg residential;
  - x. write offs;
  - xi. bad debt;
  - xii. payment arrangements;
  - xiii. disconnection/reconnection statistics;

- xiv. arrears; and
- xv. security deposits.

**RATIONALE FOR QUESTION:**

To review and analyze the impact across certain customer segments of certain changes in credit policy.

**RESPONSE:**

- a) Manitoba Hydro has not yet evaluated the potential impact of credit risk evaluation as recommended by Monticello Consulting Group and therefore cannot project either overall or customer segment impacts.
- b) The new security deposit policy is based on a customer's previous payment history. A residential customer will be required to provide a deposit unless the customer:
  - has a good payment history with Manitoba Hydro;
  - can demonstrate a good payment history from another utility;
  - is enrolled in the Pre Authorization Payment Plan (PAPP); or
  - is on direct billing with Employment Income Assistance (EIA).

A commercial customer will be required to provide a deposit unless the customer:

- is enrolled in the Pre Authorization Payment Plan (PAPP); or
- can provide a letter of guarantee from a financial institution. Deposit requests will result in more customer contact, better customer information and the opportunity to discuss payment options.

The anticipated benefit of the new security deposit policy will be to increase payment arrangements while decreasing arrears, disconnections, reconnections, write offs and bad debts.

<b>Section:</b>	Tab 6	<b>Page No.:</b>	Sec. 6.2
<b>Topic:</b>	Low-income residential, small and medium business, other customer segments		
<b>Subtopic:</b>	Cost characteristics		
<b>Issue:</b>	Reasonableness of rates		

**PREAMBLE TO IR (IF ANY):**

In response to GAC/MH-1-27 a-b and e, Manitoba Hydro provided residential and small residential load curves.

**QUESTION:**

- a) Please provide tables with the values on which the residential and small residential load curve graphs are based.
- b) Please provide load curves for the same periods as provided in the response to GAC 1-27 for each of the following:
  - i. Total Company;
  - ii. Small-medium business;
  - iii. First Nations residential;
  - iv. Rural residential;
  - v. Northern Manitoba residential;
  - vi. All-electric residential customers; and
  - vii. Winnipeg residential.

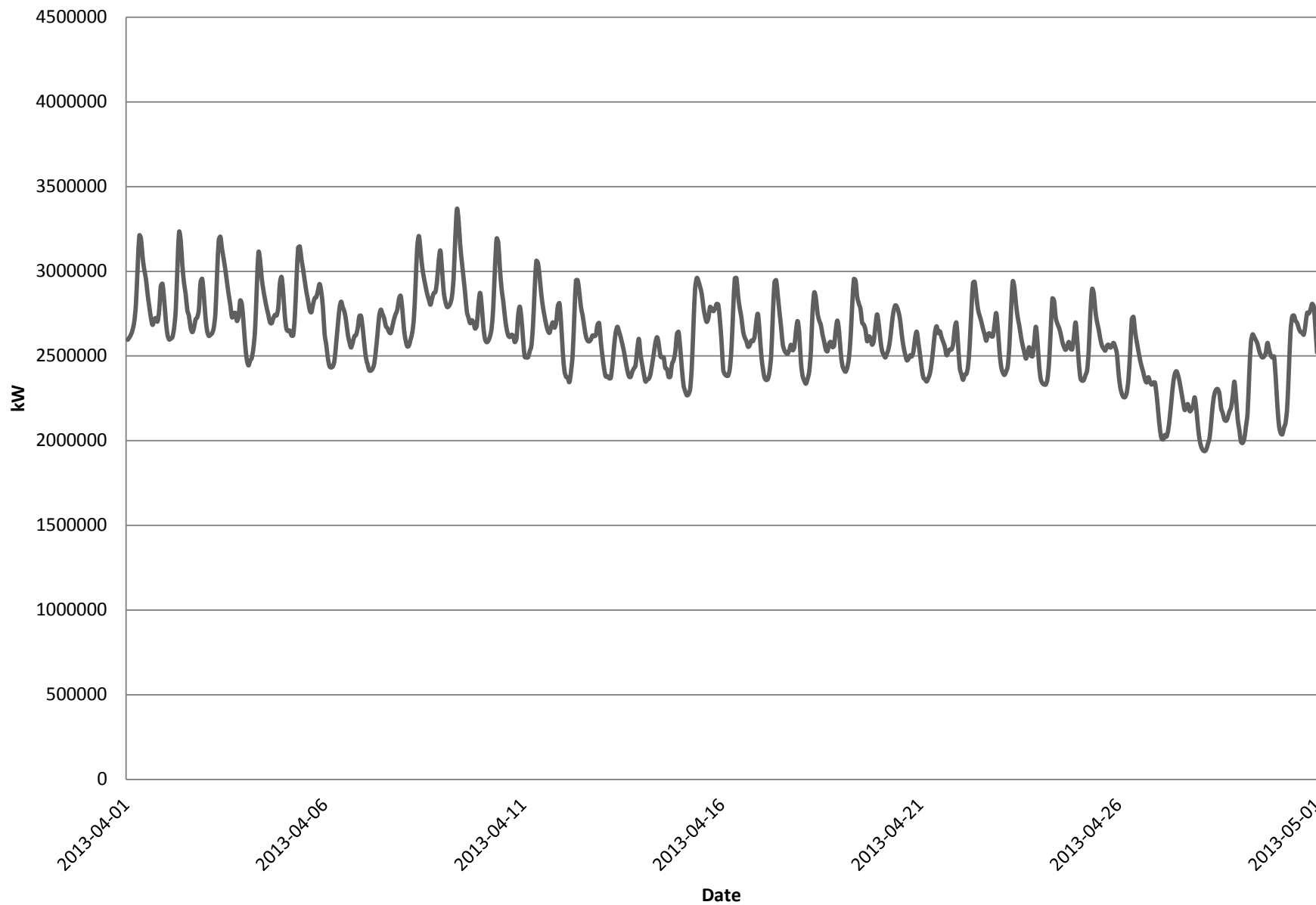
**RATIONALE FOR QUESTION:**

To review and analyze comparative load curves across certain customer segments.

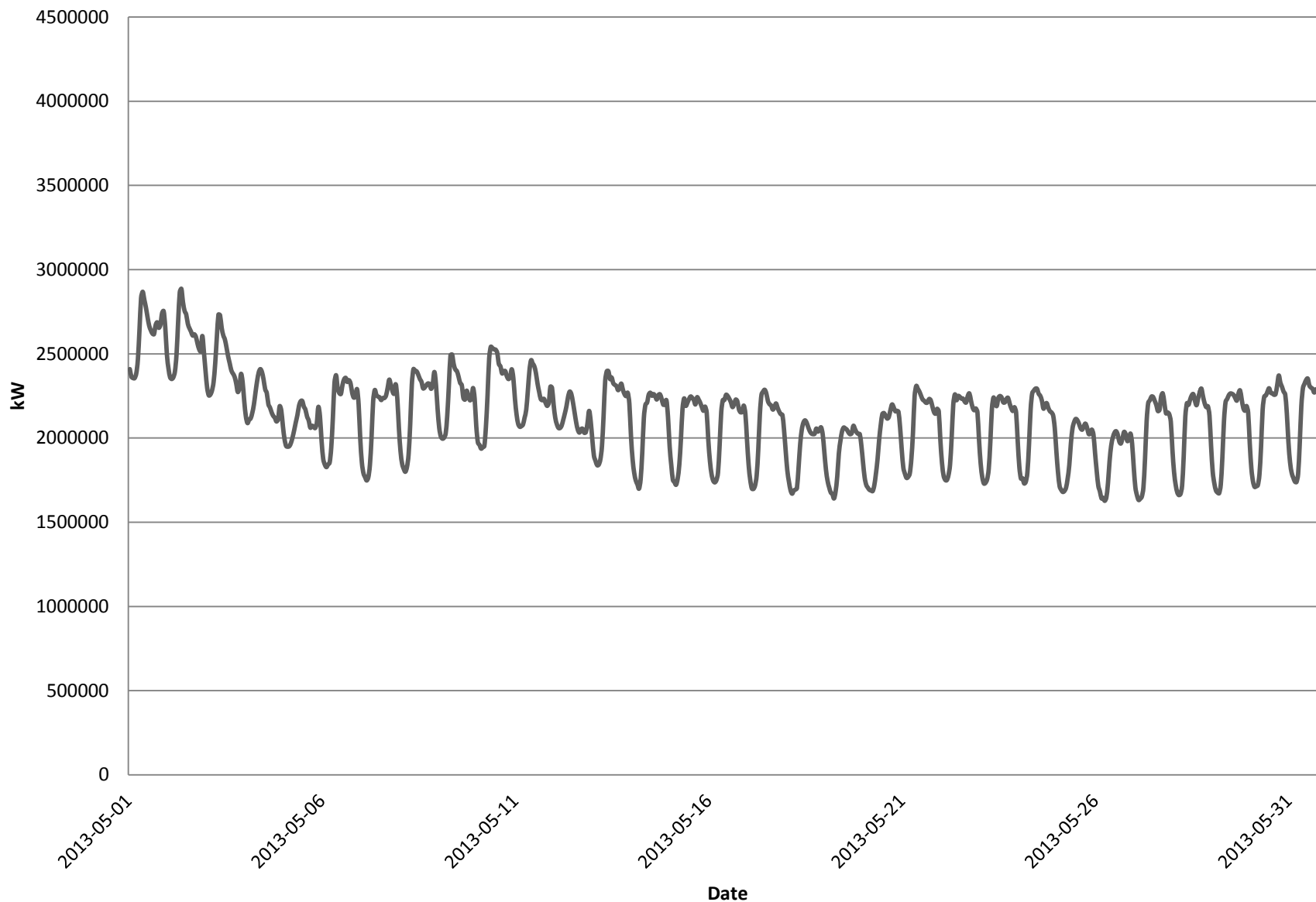
**RESPONSE:**

- a) Tables showing 8760 hourly kW demands for basic residential customers and basic residential customers < 8,000 kWh/yr are provided as Attachments 1 and 2 to this response.
  
- b)
  - i. The monthly 2013/14 load curves for total domestic customers are provided as Attachment 3 to this response.
  - ii. The monthly 2013/14 load curves for General Service Small - Non Demand, General Service Small – Demand and General Service Medium classes are provided as Attachments 4-6 to this response.
  - iii. Manitoba Hydro has no separate Load Research data for First Nations residential customers.
  - iv. The monthly 2013/14 load curves for rural basic residential customers are provided as Attachment 7 to this response. For the purposes of this response rural has been defined as outside Winnipeg. It should be noted that the Load Research sample strata were not specifically designed to estimate outside-Winnipeg residential customers only and the percent-error of the estimate is 8.3%.
  - v. Manitoba Hydro has no separate Load Research data for Northern Manitoba residential customers.
  - vi. The monthly 2013/14 load curves for All-electric residential customers are provided as Attachment 8 to this response.
  - vii. The monthly 2013/14 load curves for Winnipeg basic residential customers are provided as Attachment 9 to this response. It should be noted that the Load Research sample strata were not specifically designed to estimate Winnipeg residential customers only and the percent-error of the estimate is 16.8%.

### April Domestic Load

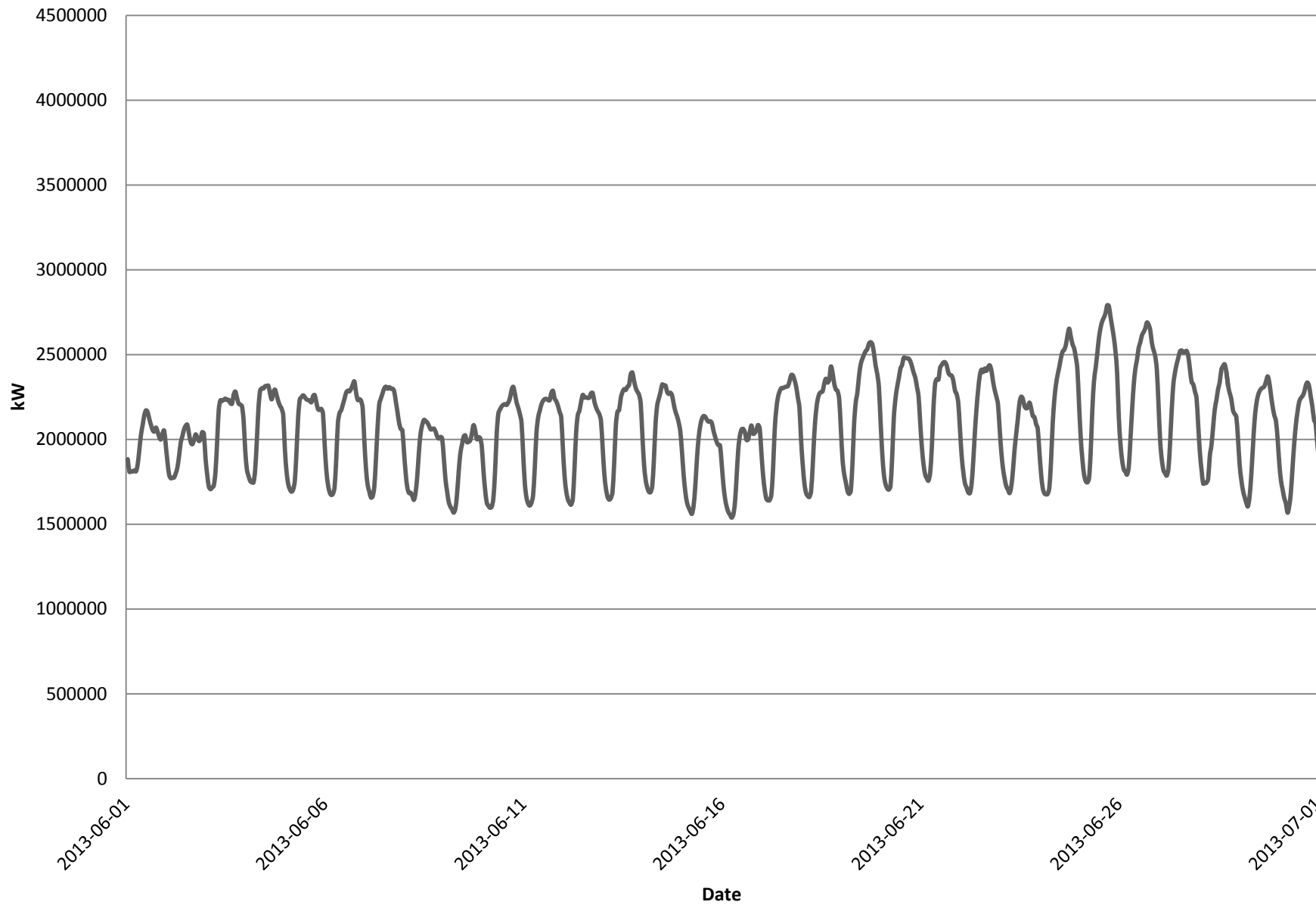


### May Domestic Load

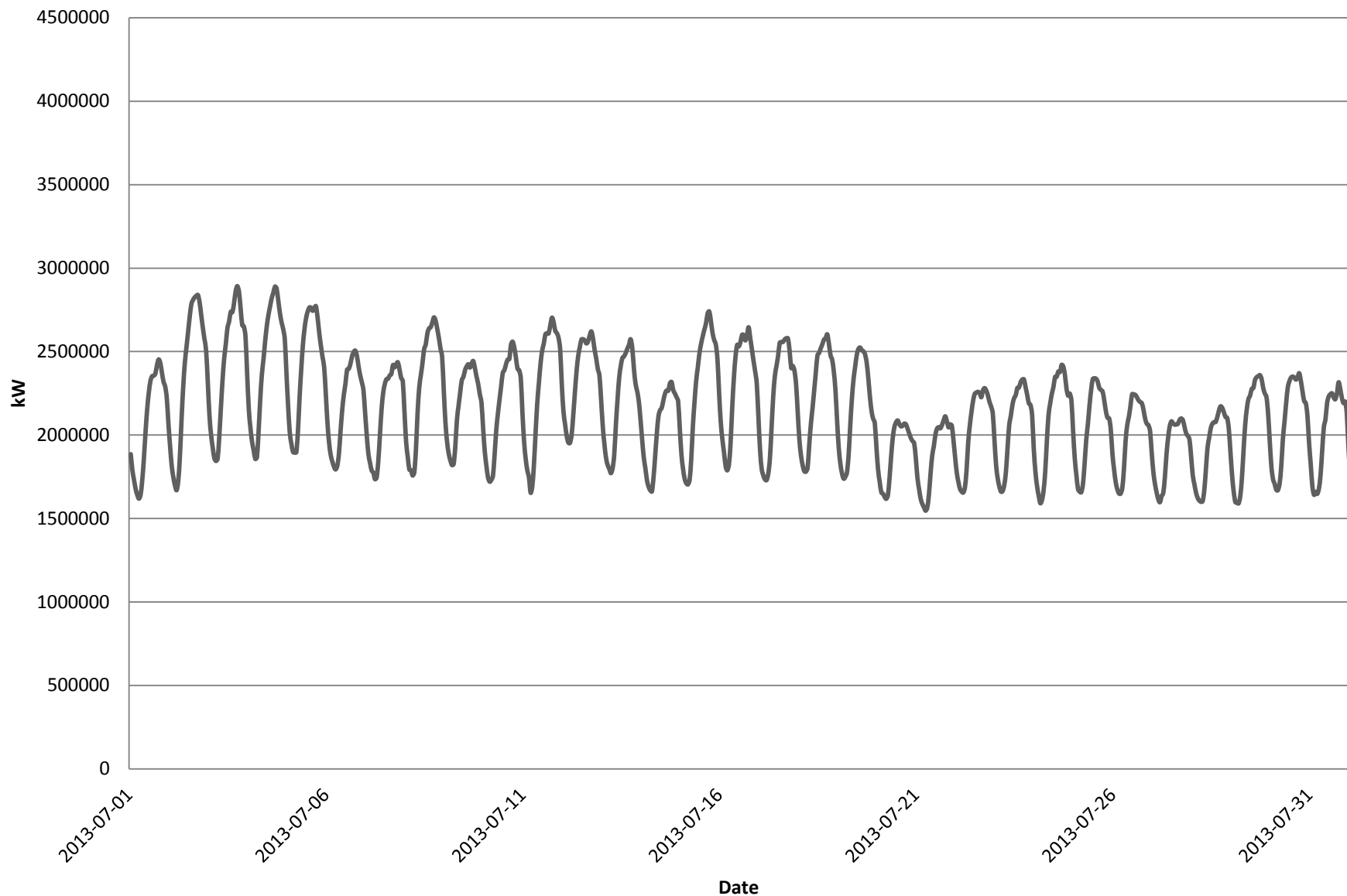




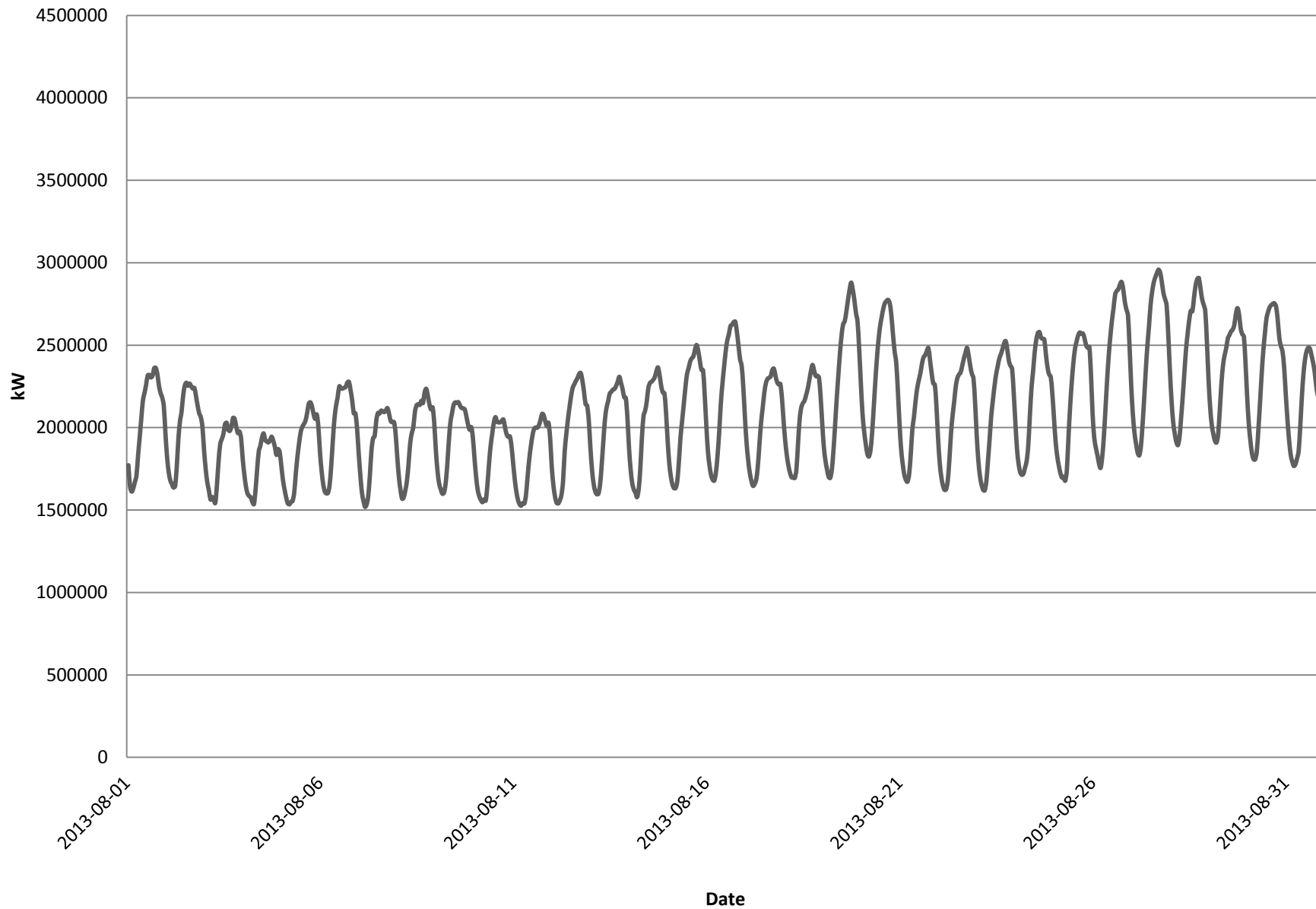
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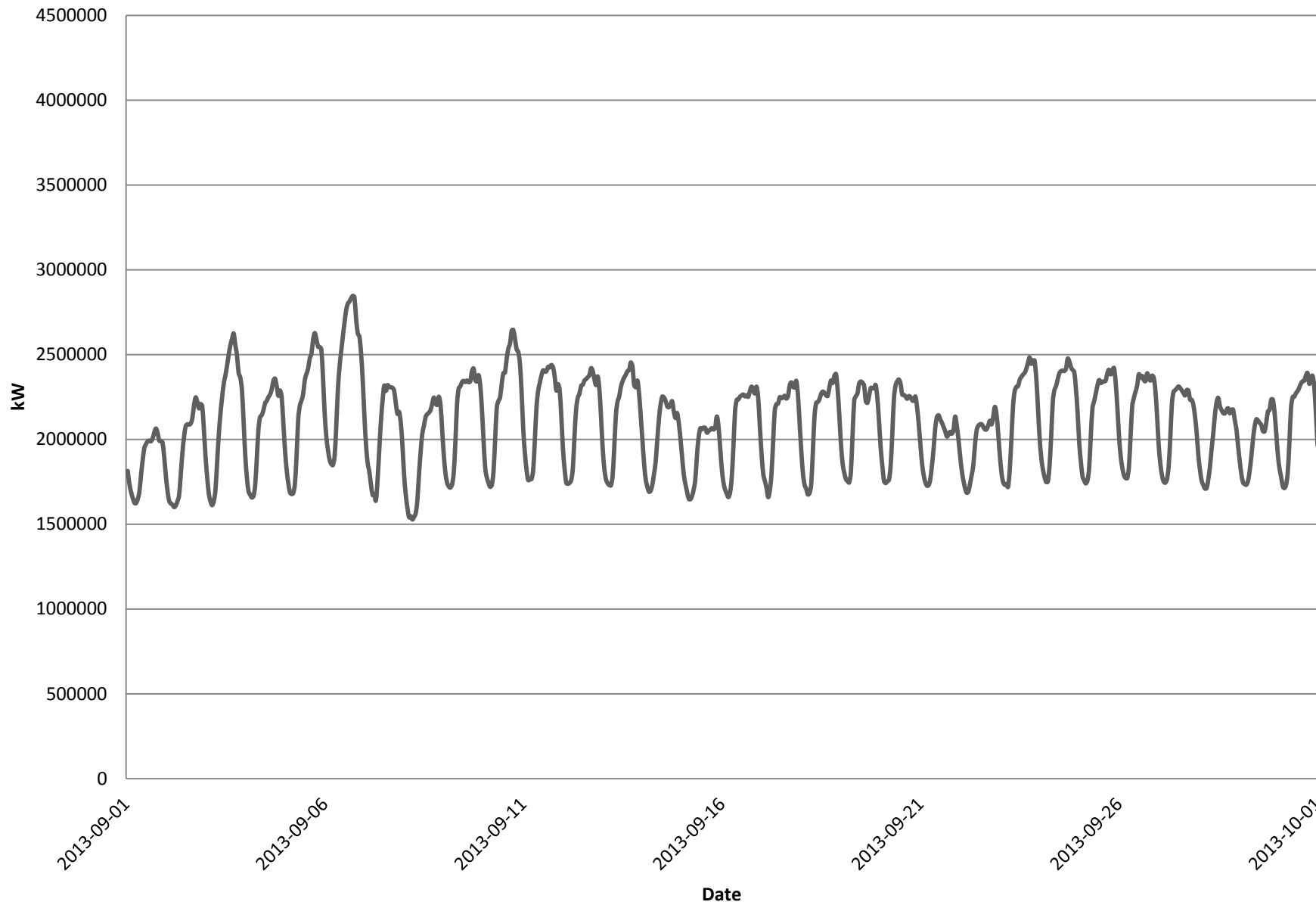
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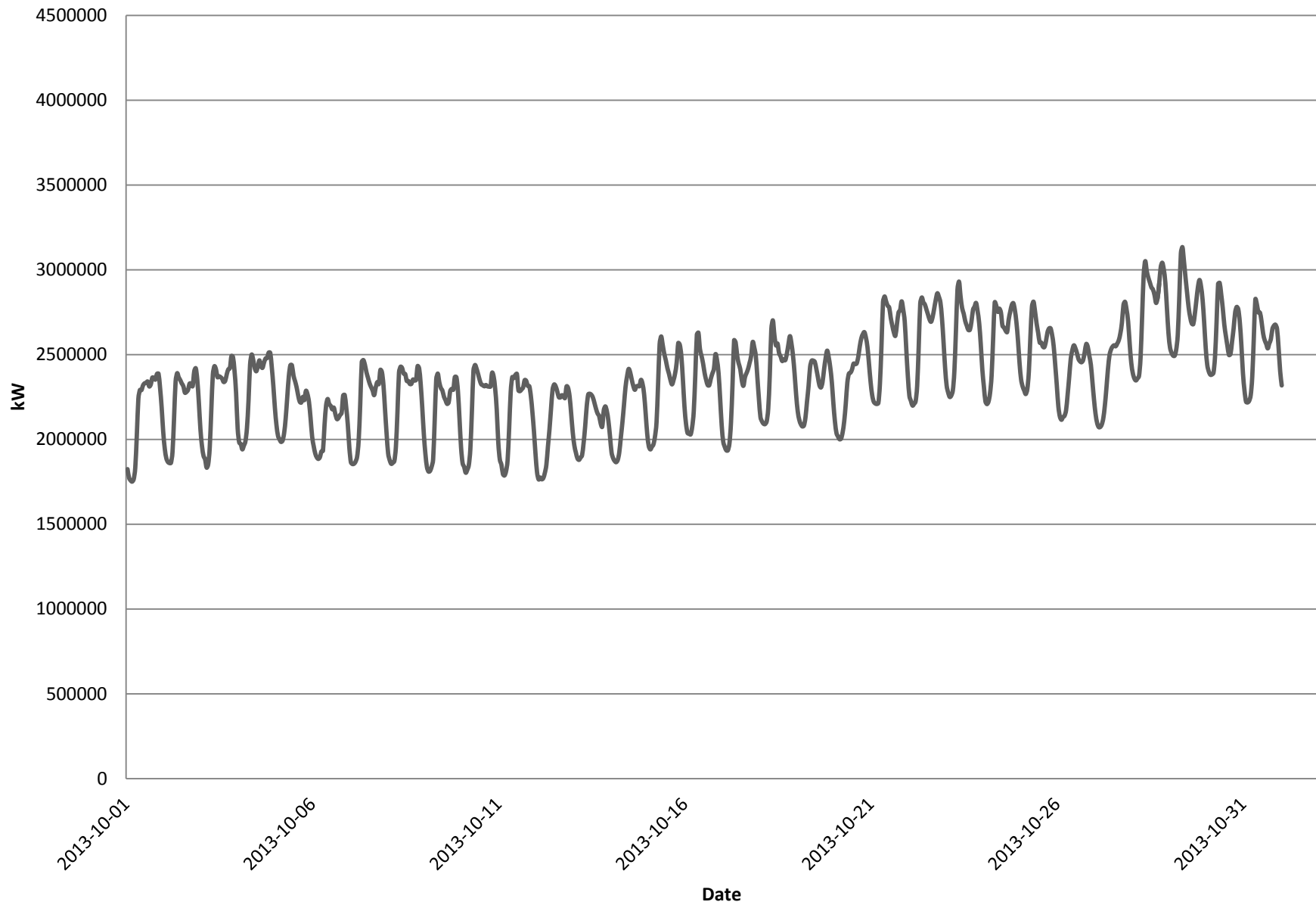
### August Domestic Load



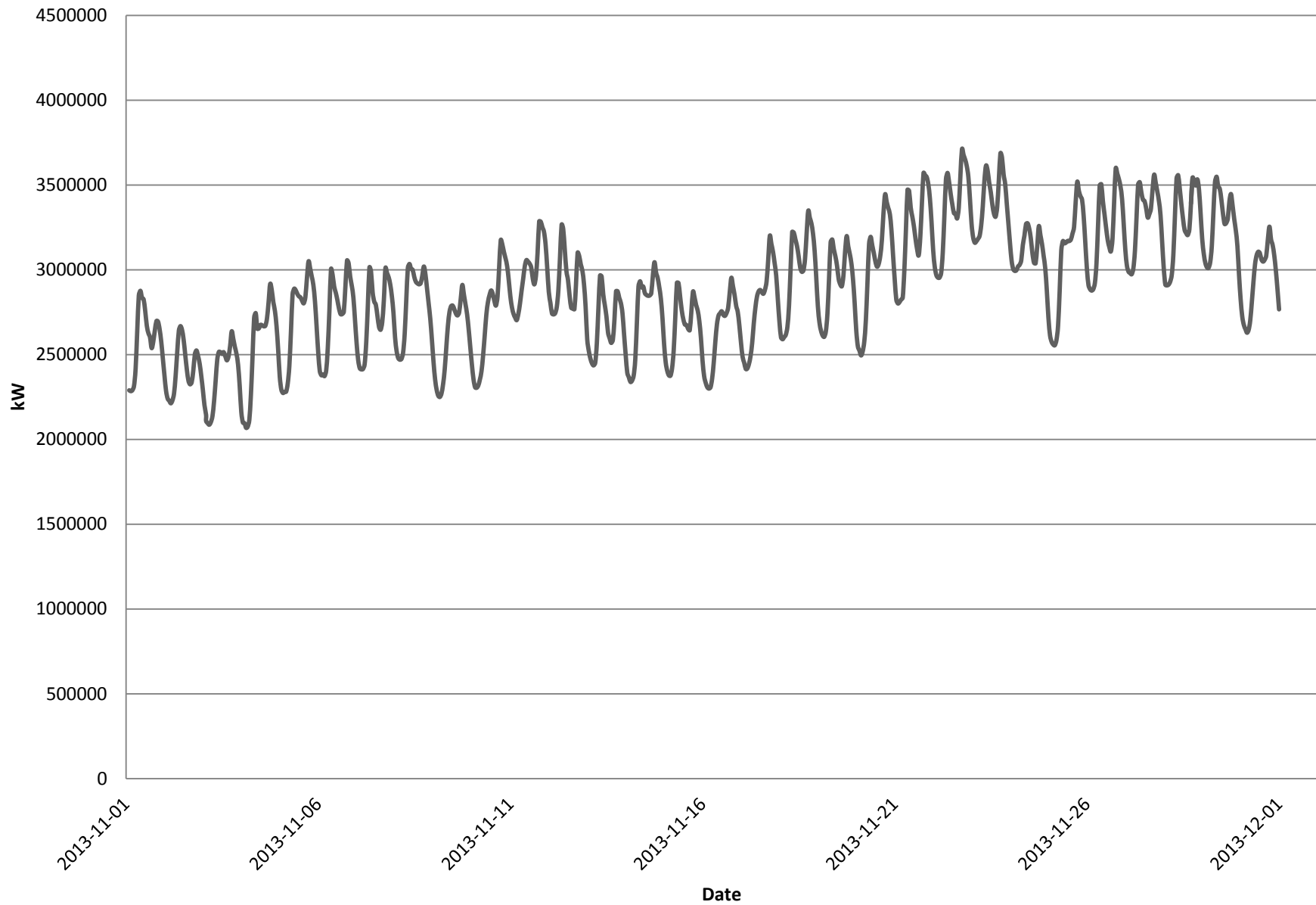
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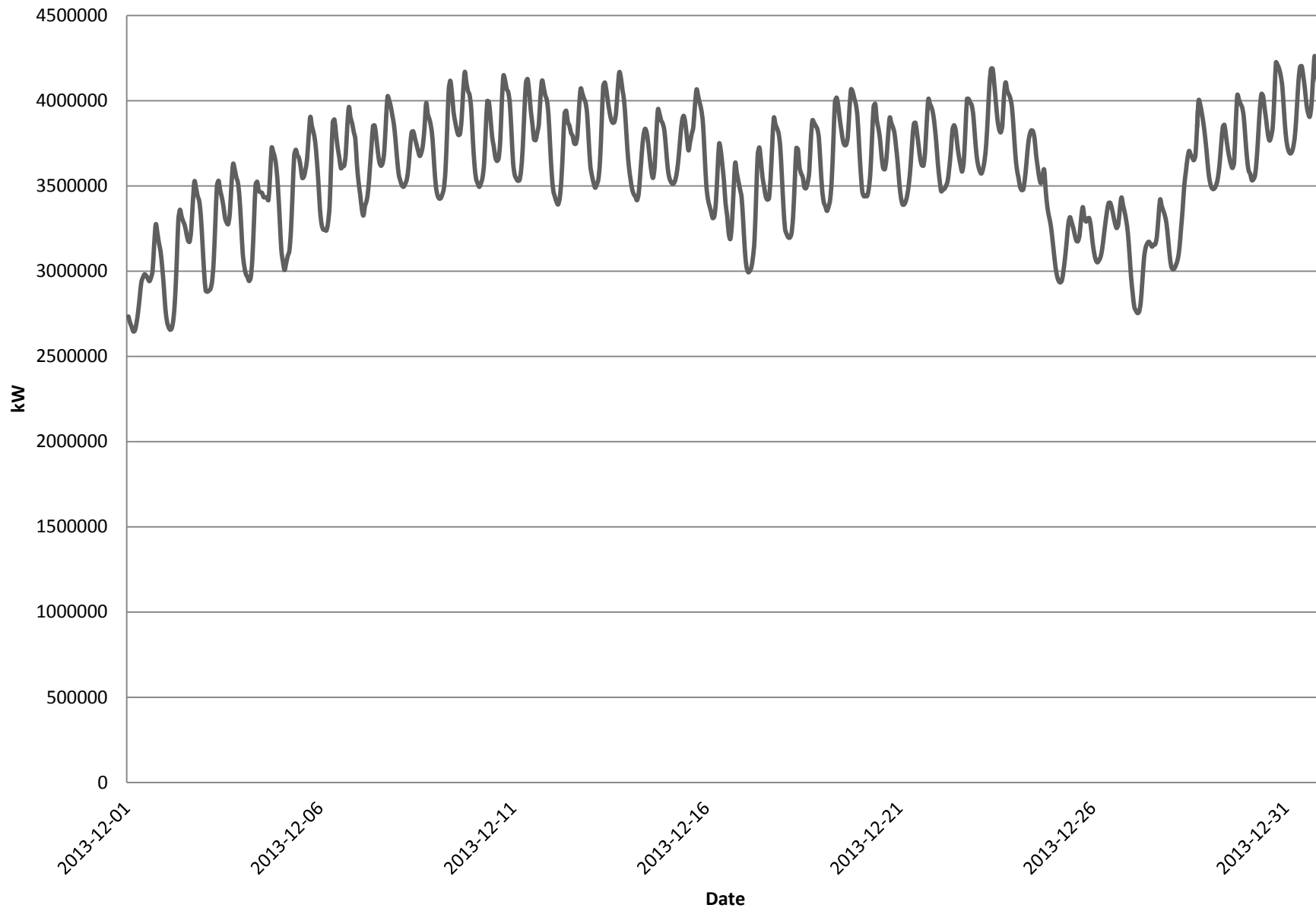
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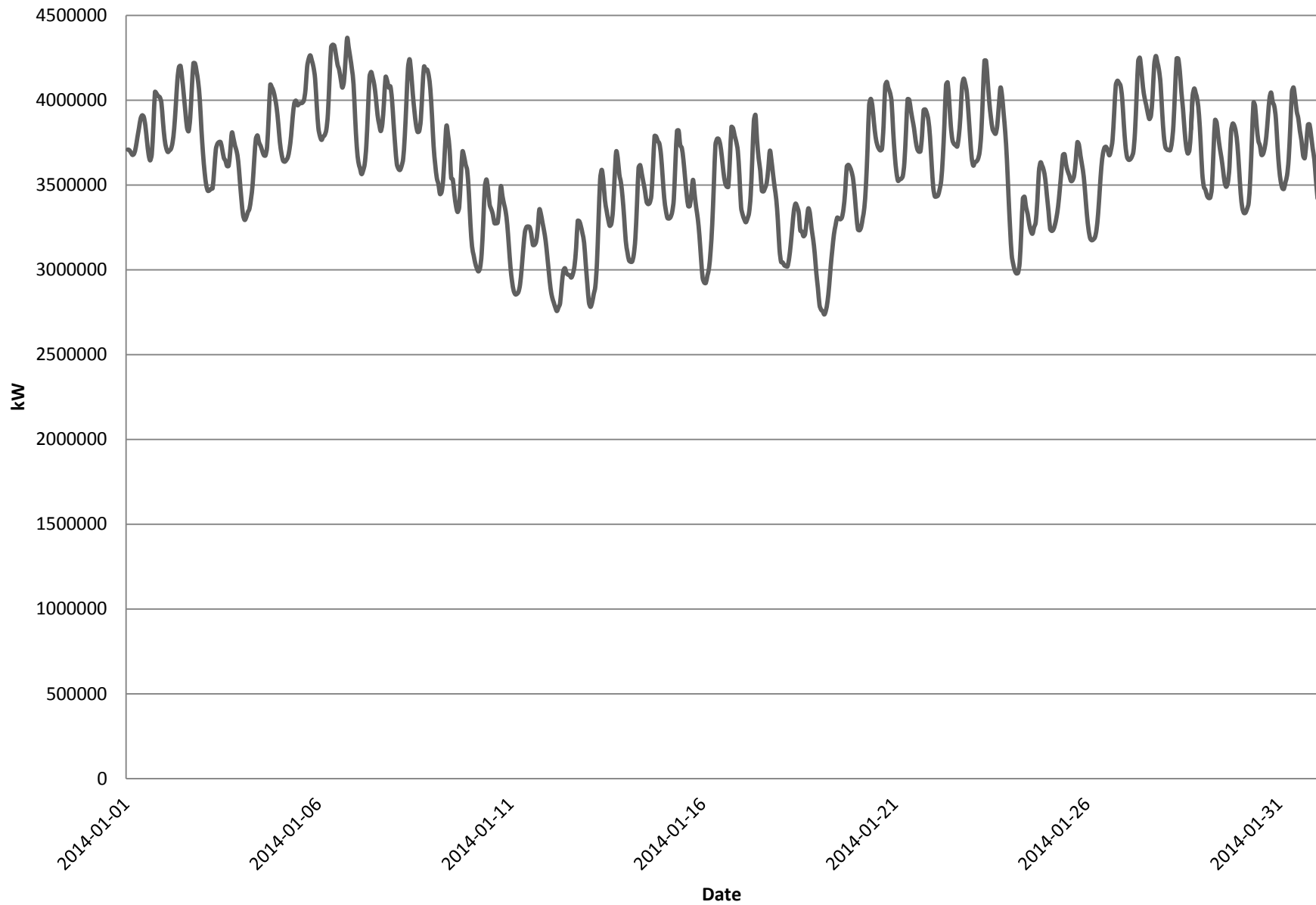
### November Domestic Load



### December Domestic Load

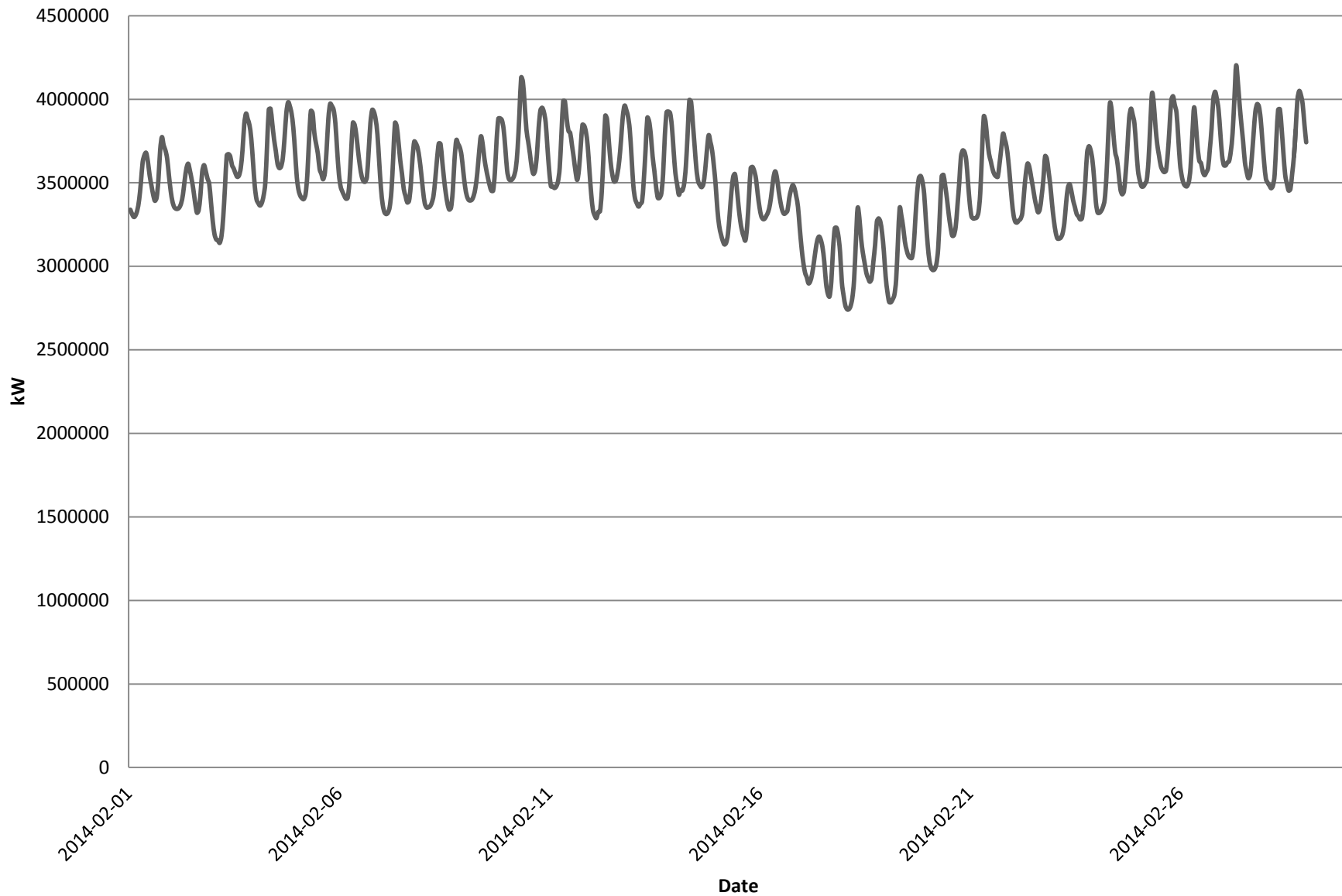


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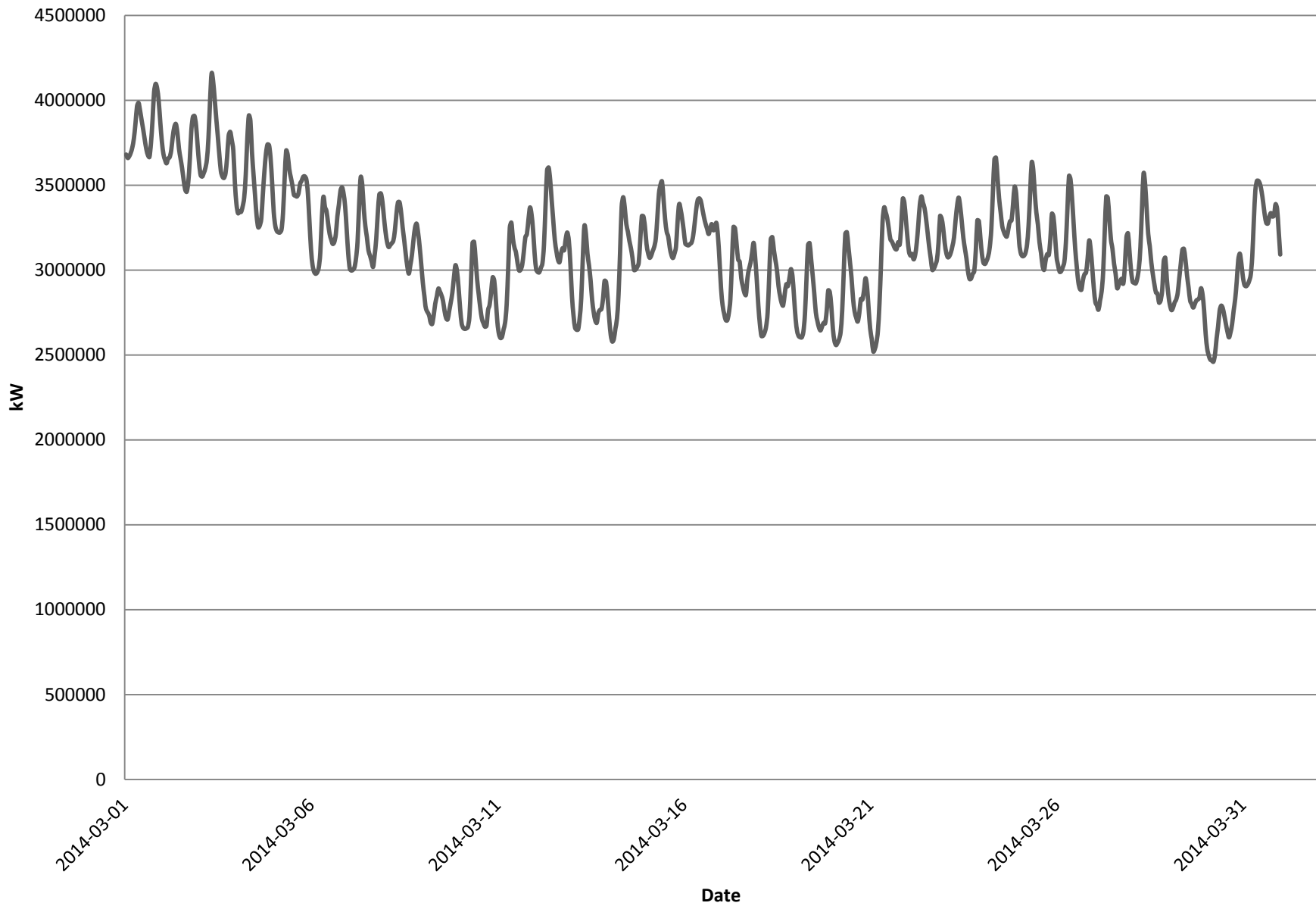




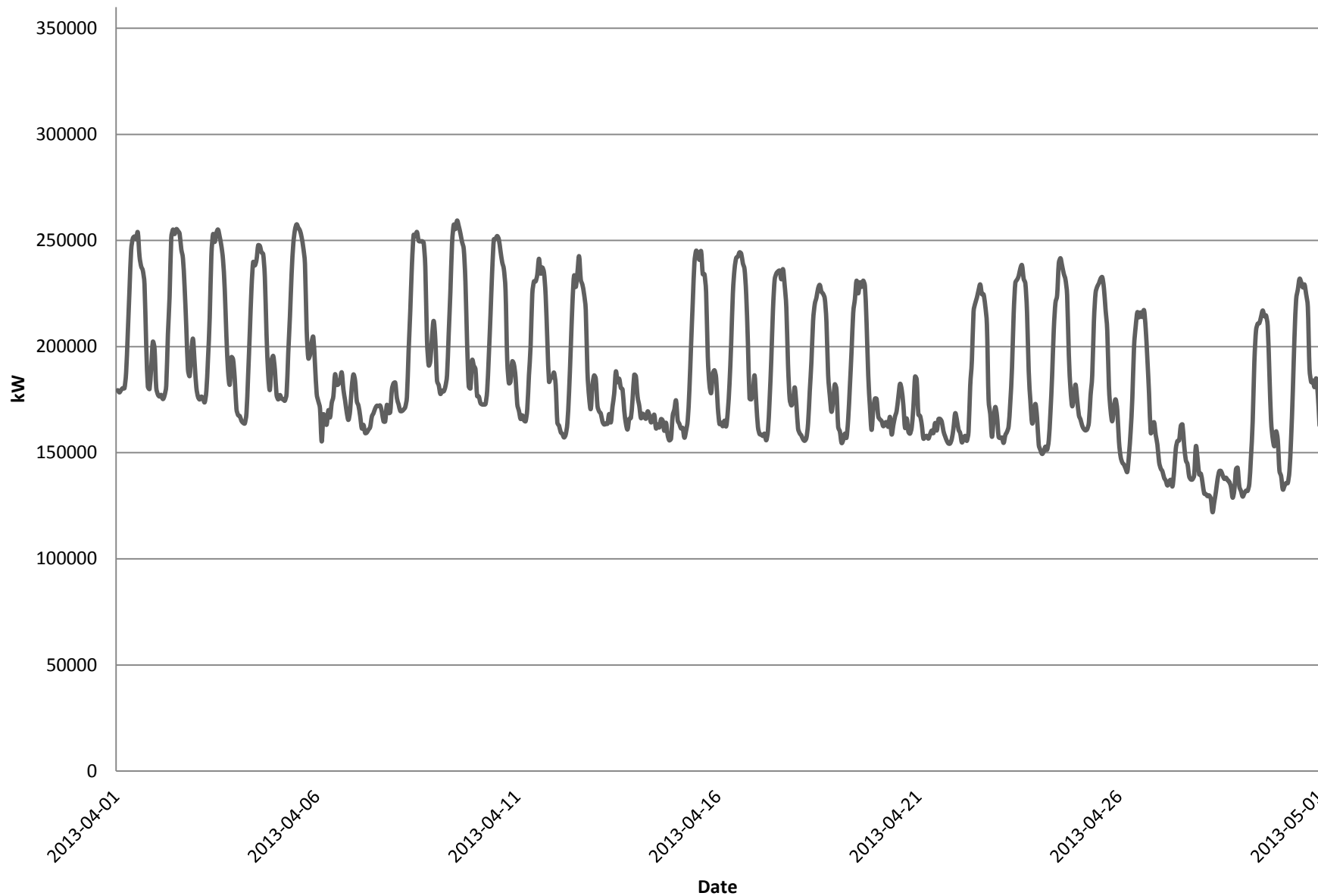
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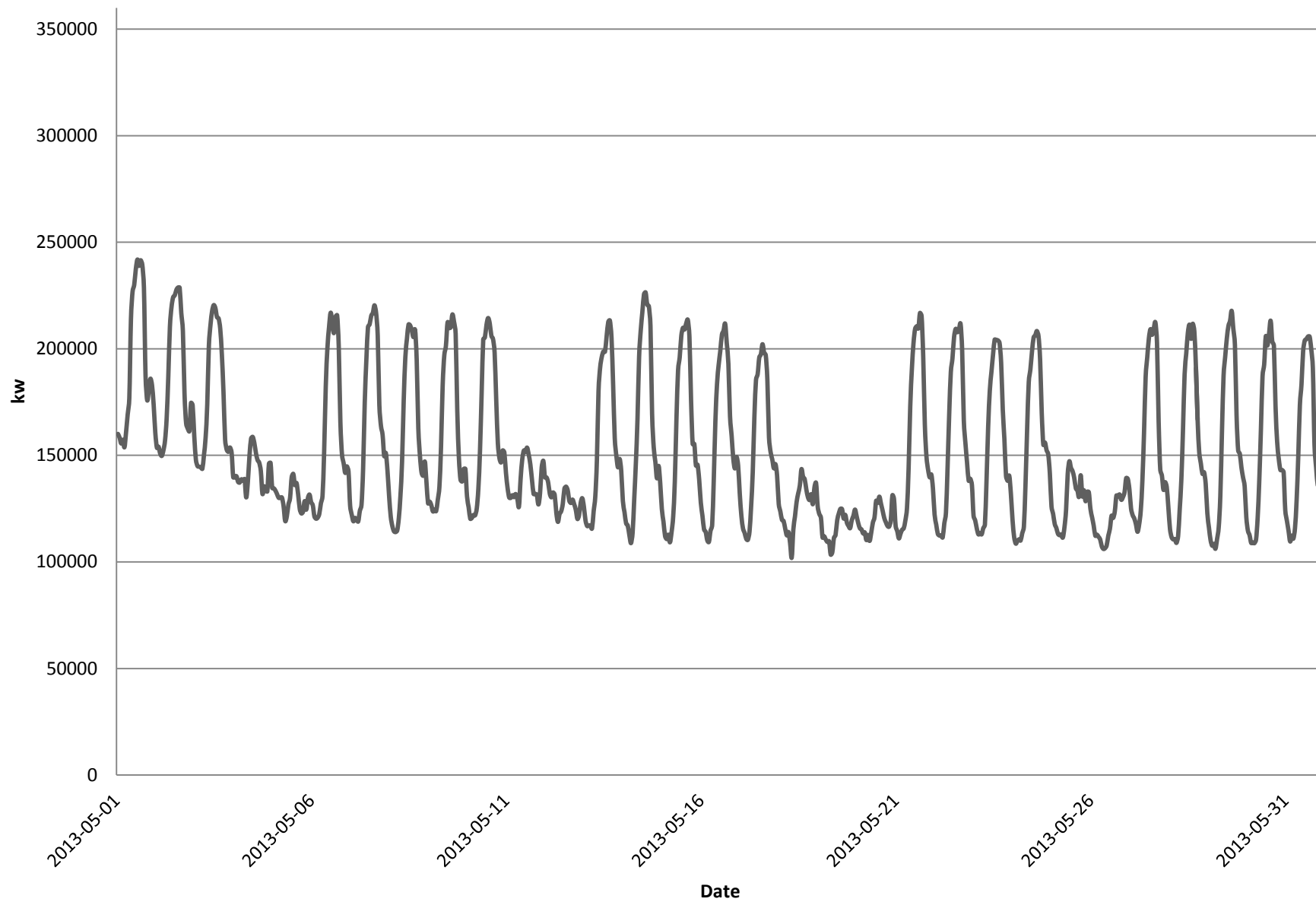
### March Domestic Load



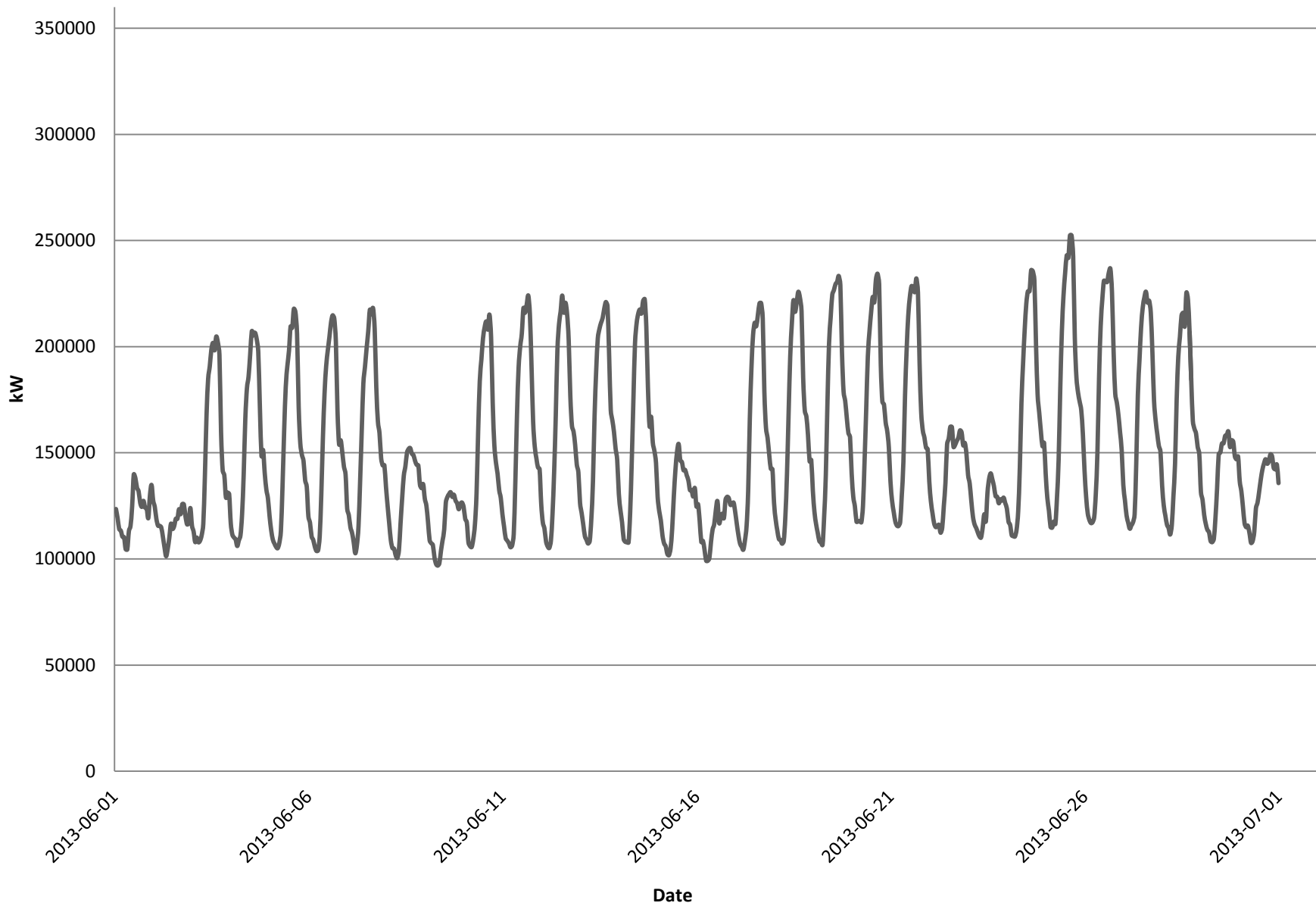
### April General Service Small Non-Demand Load



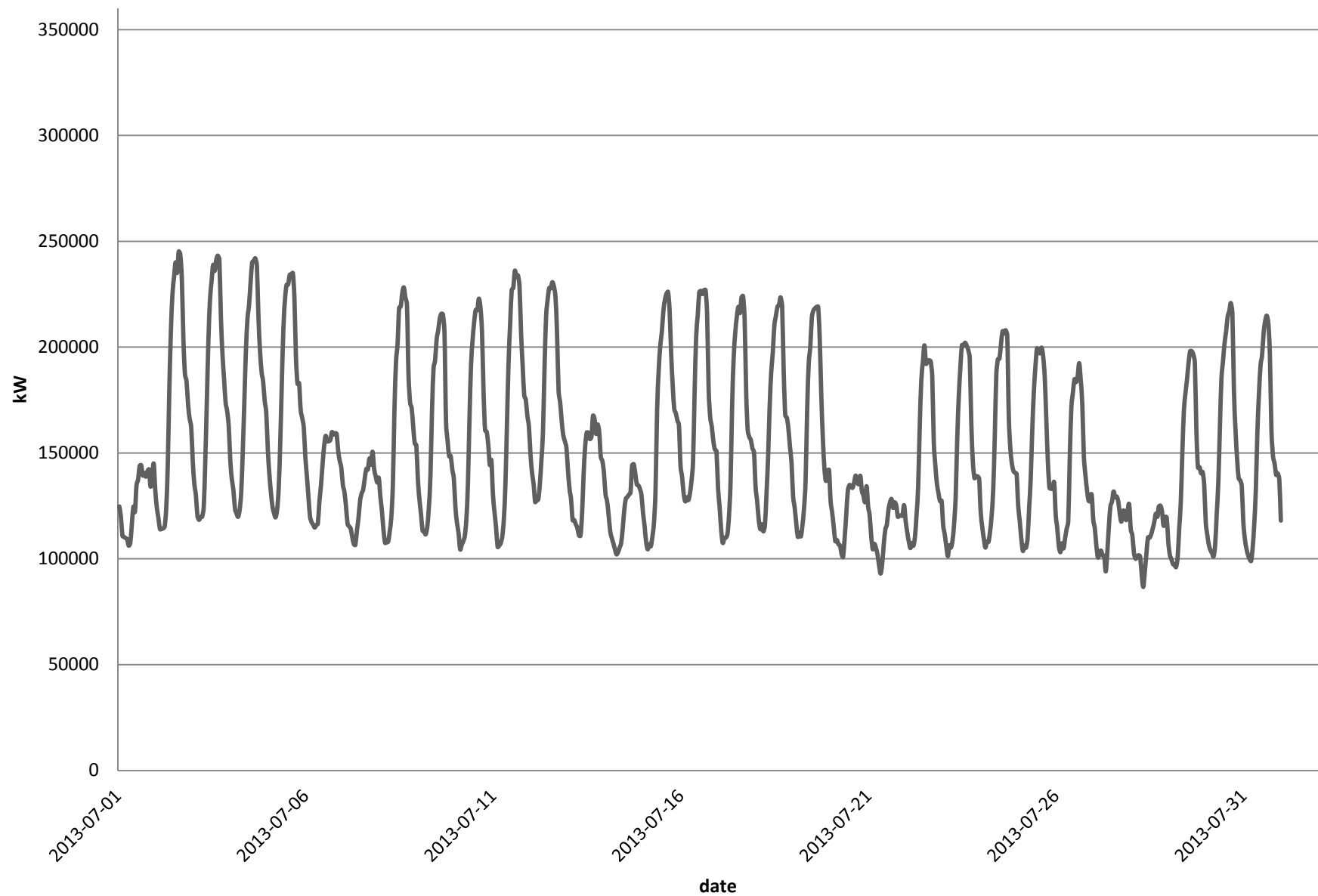
### May General Service Small Non-Demand Load



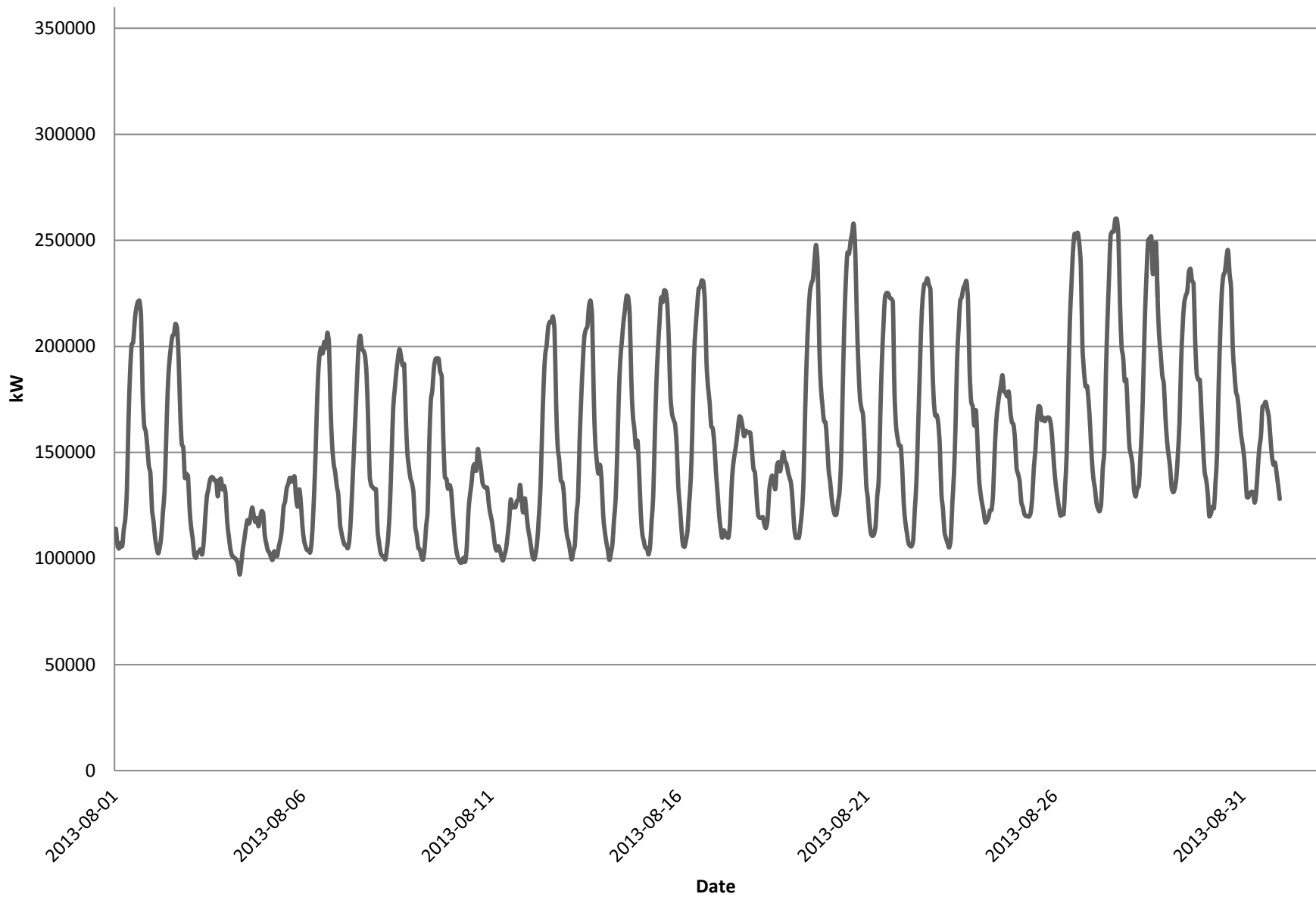
### June General Service Small Non-Demand Load



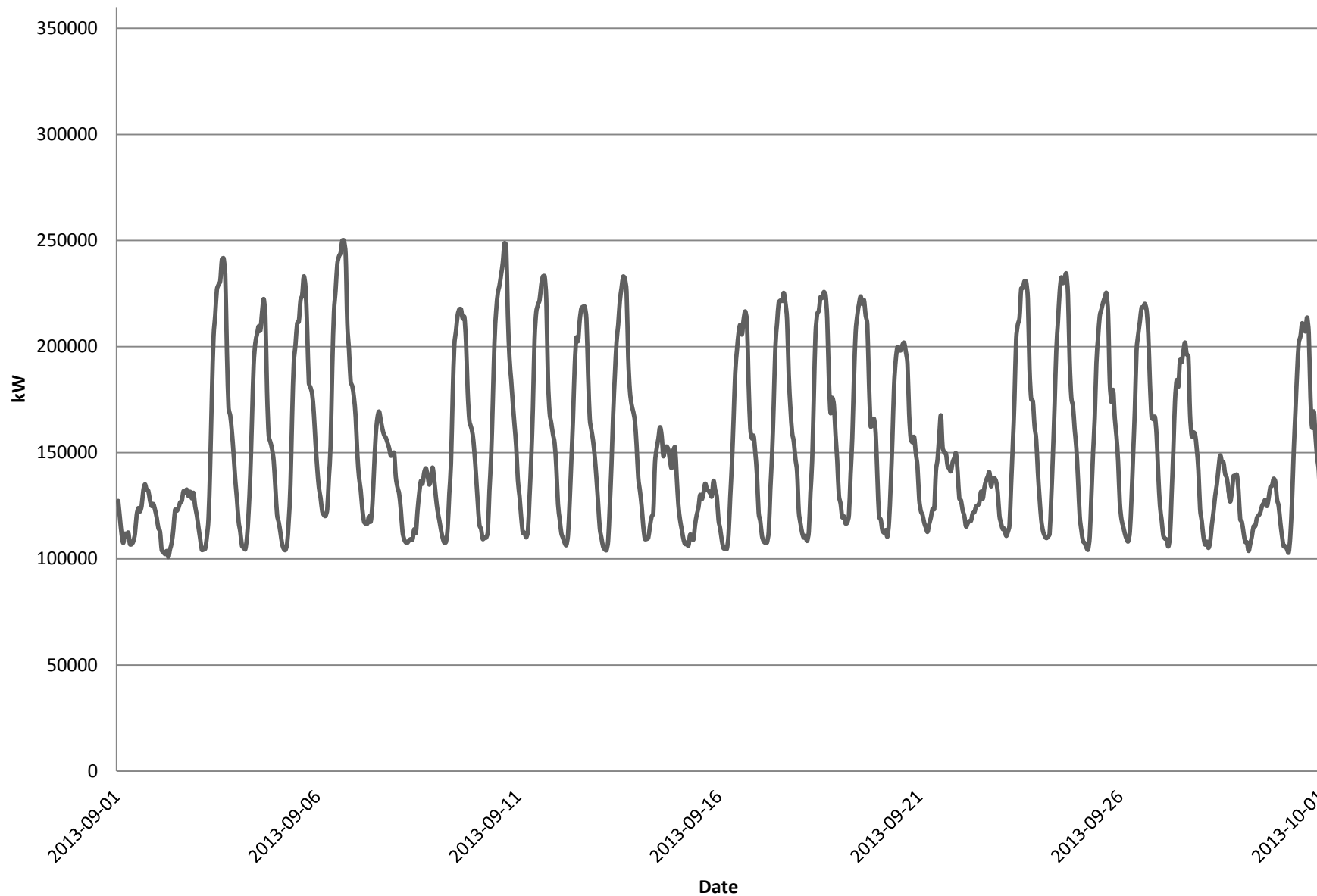
### July General Service Small Non-Demand Load



### August General Service Small Non-Demand Load

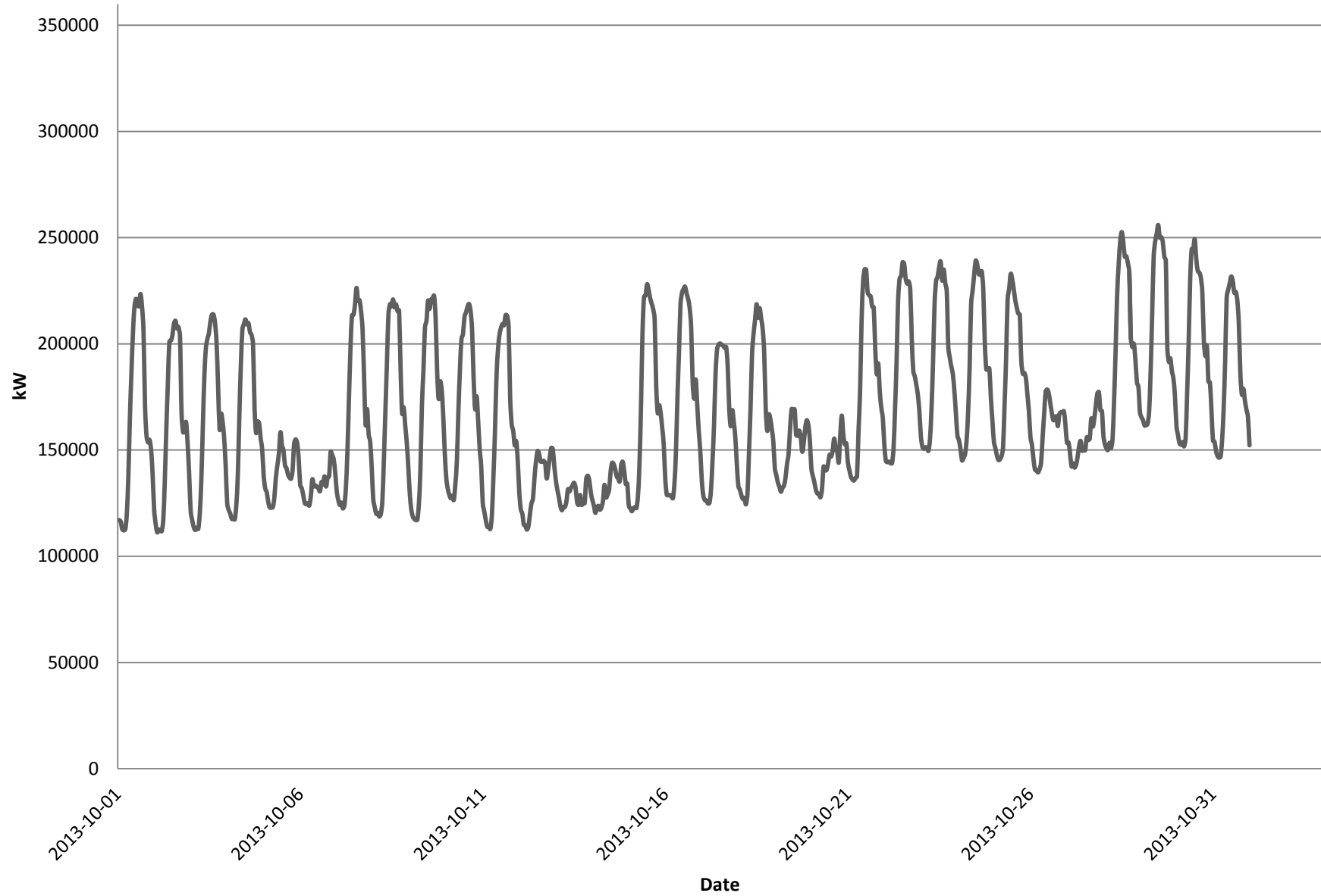


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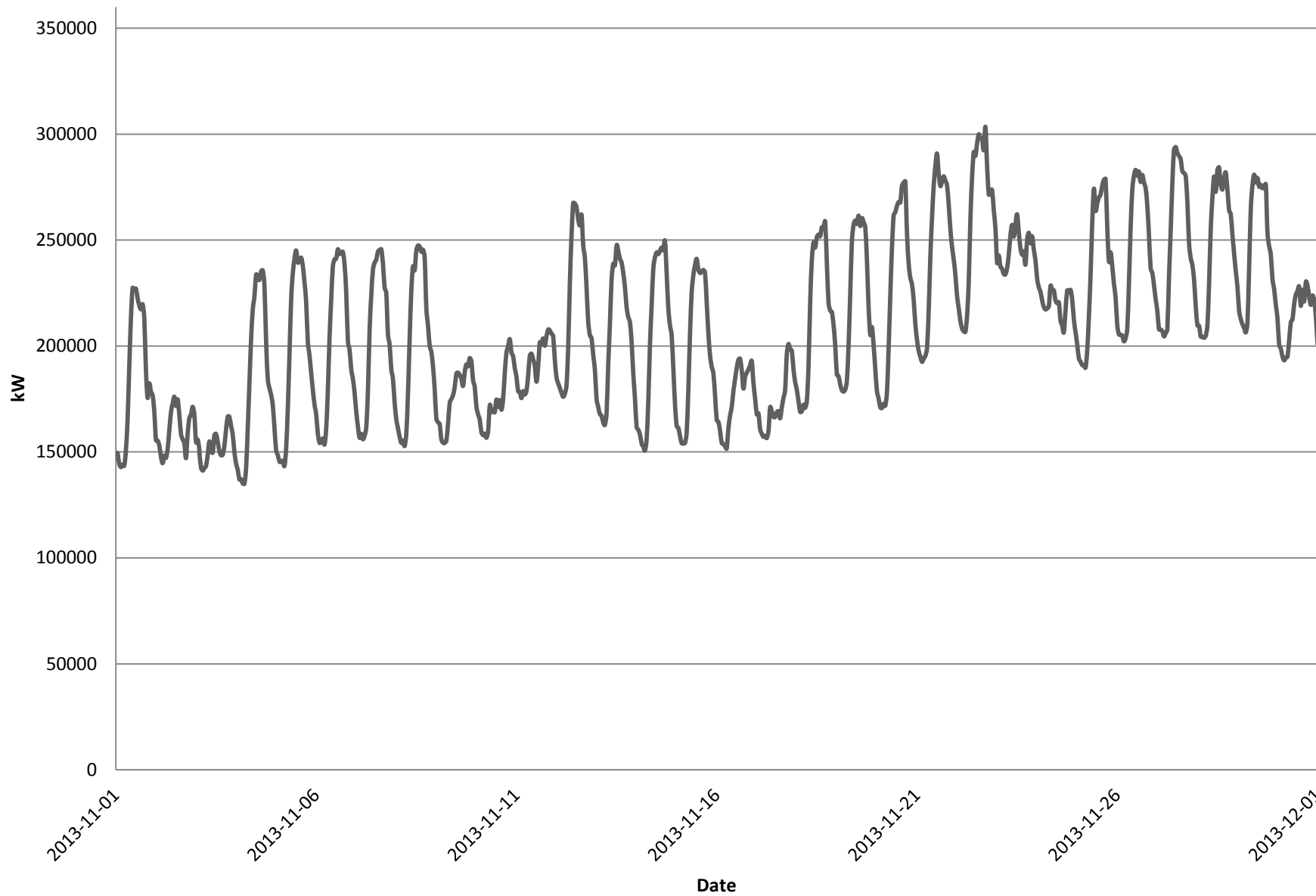




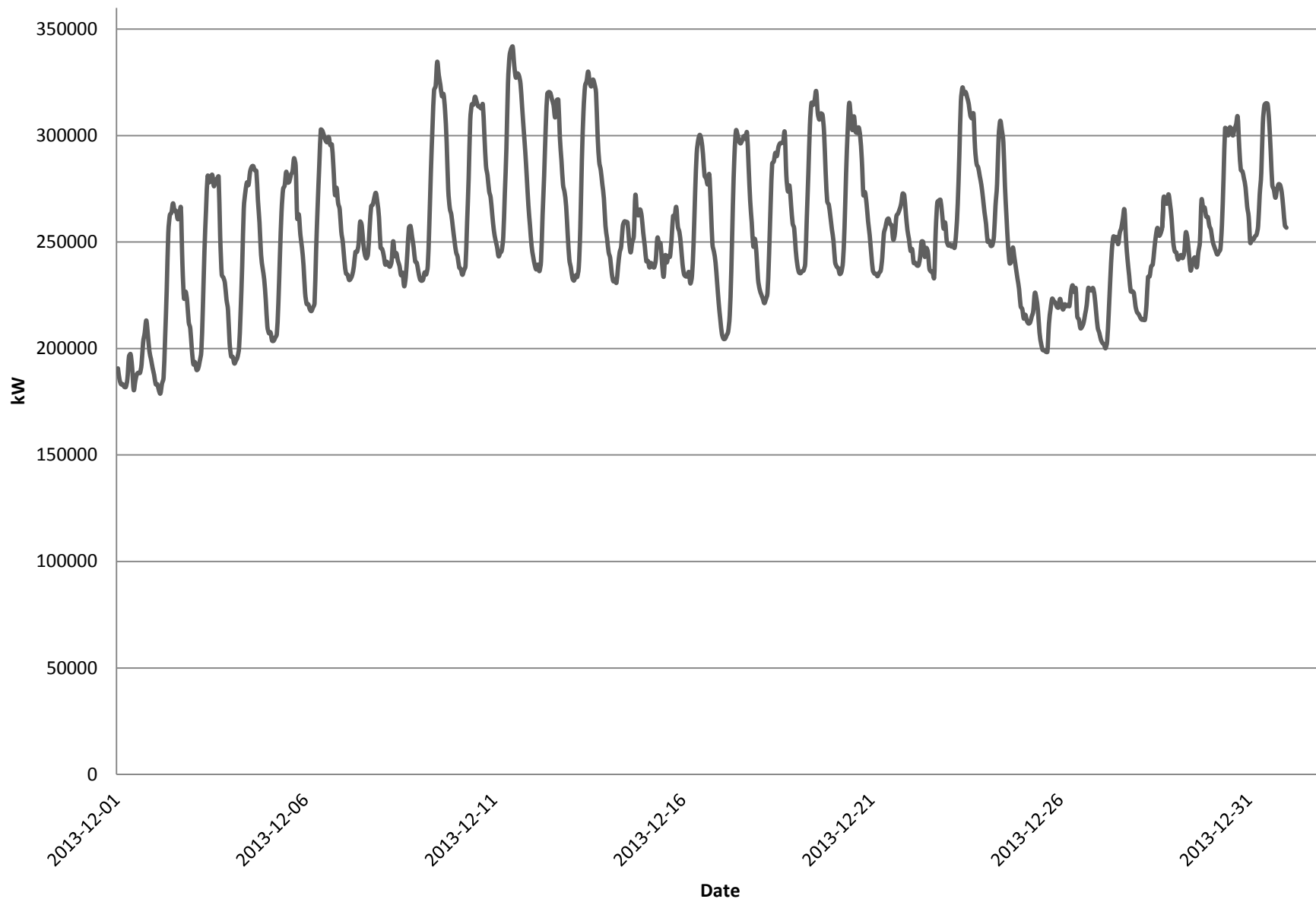
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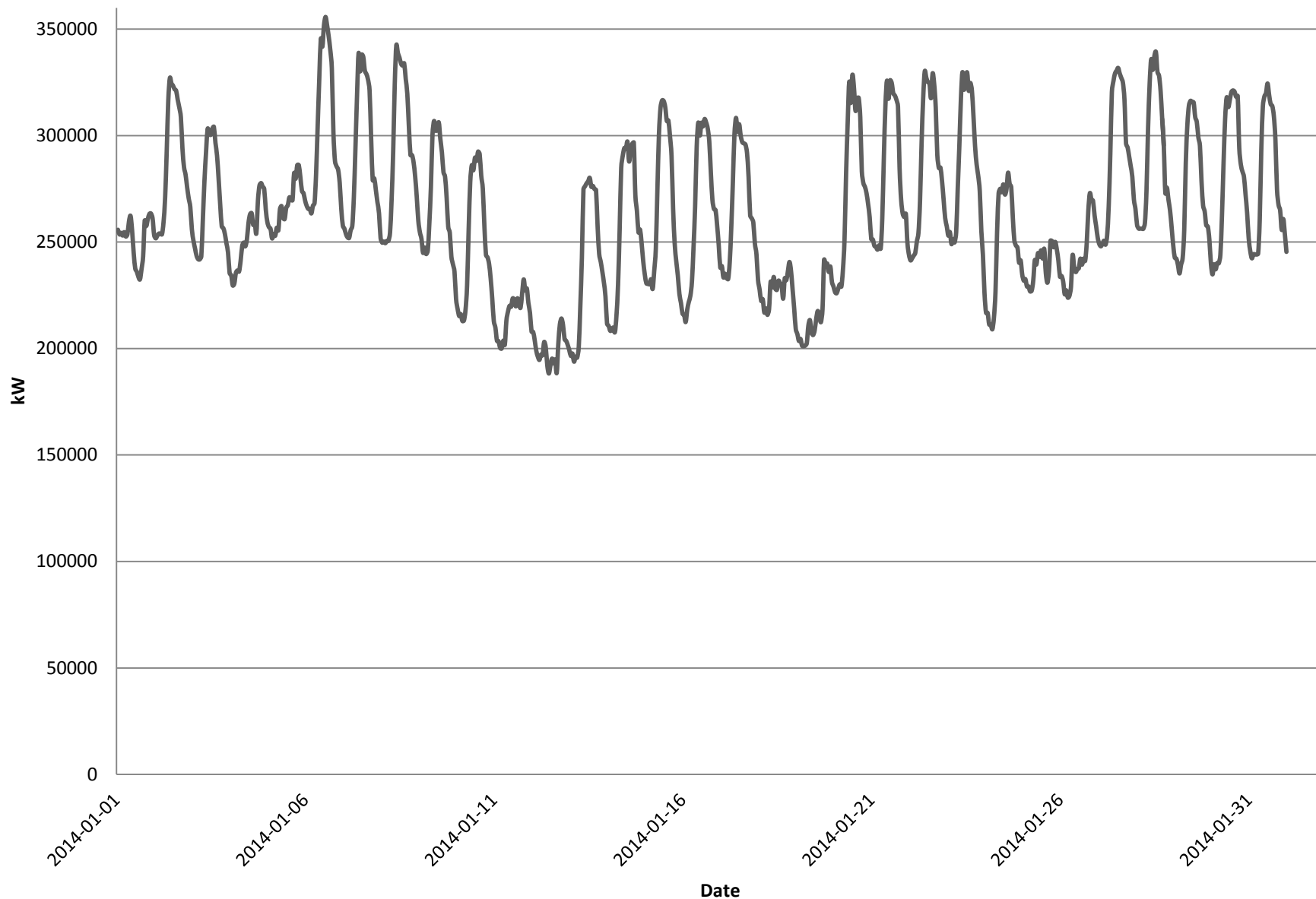
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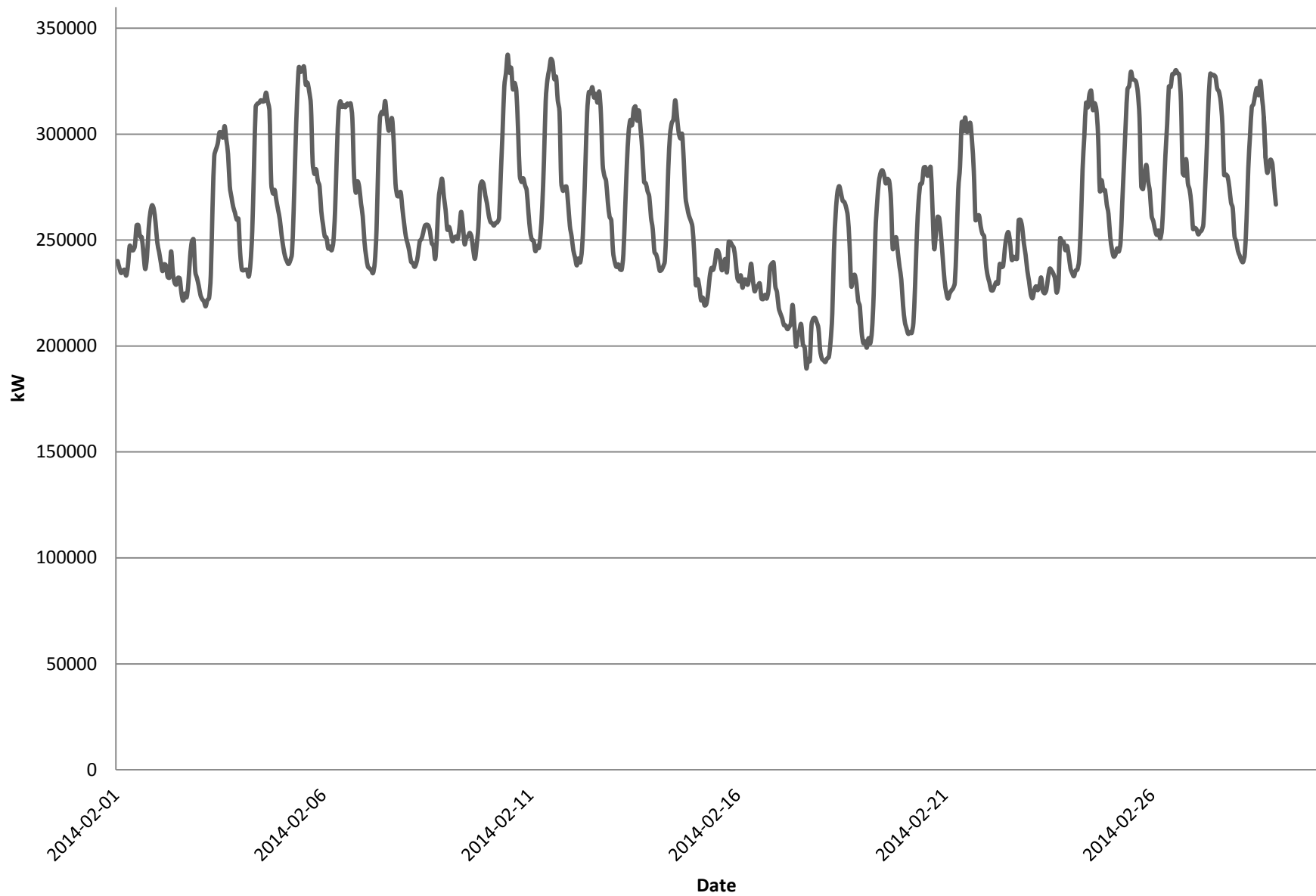
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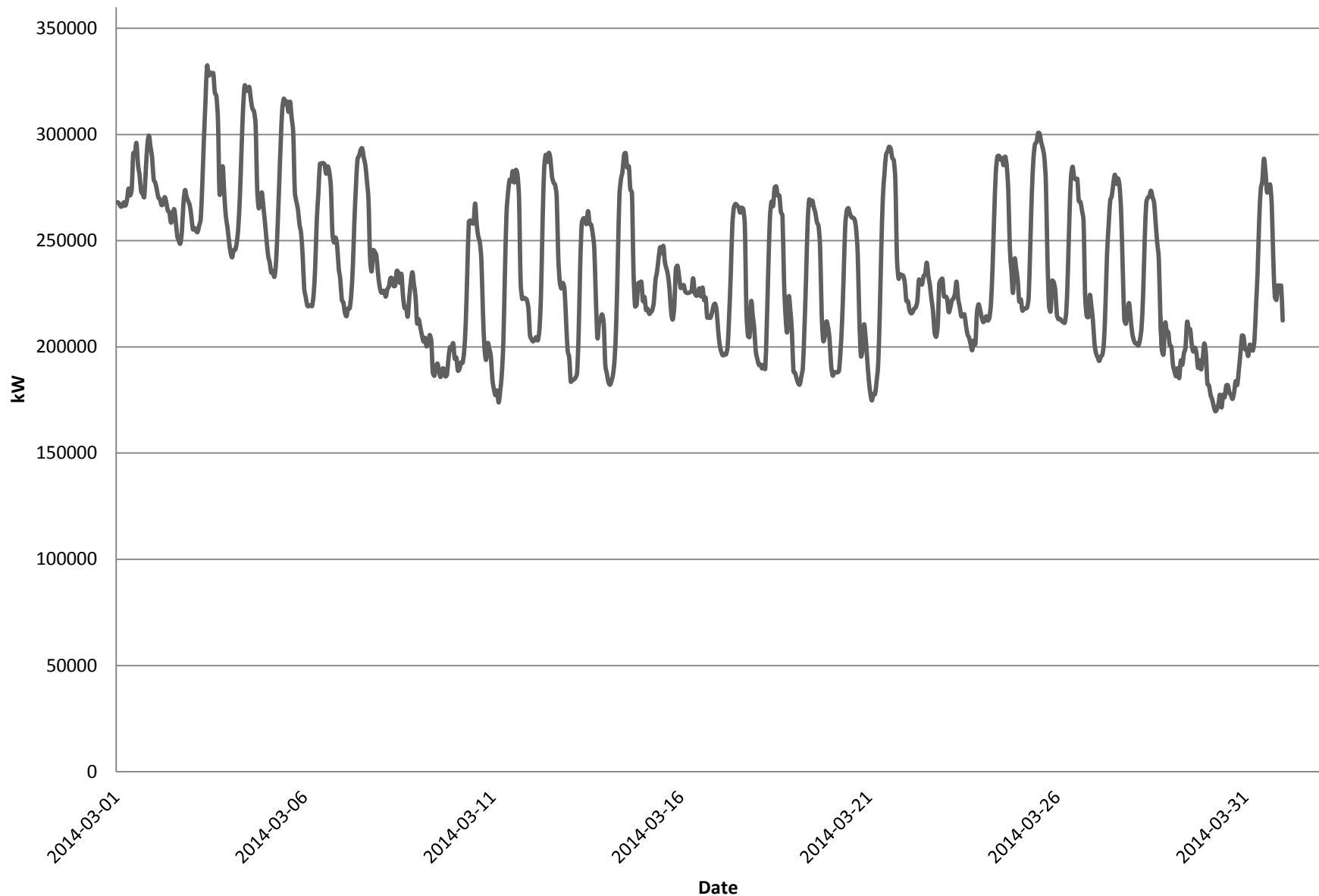
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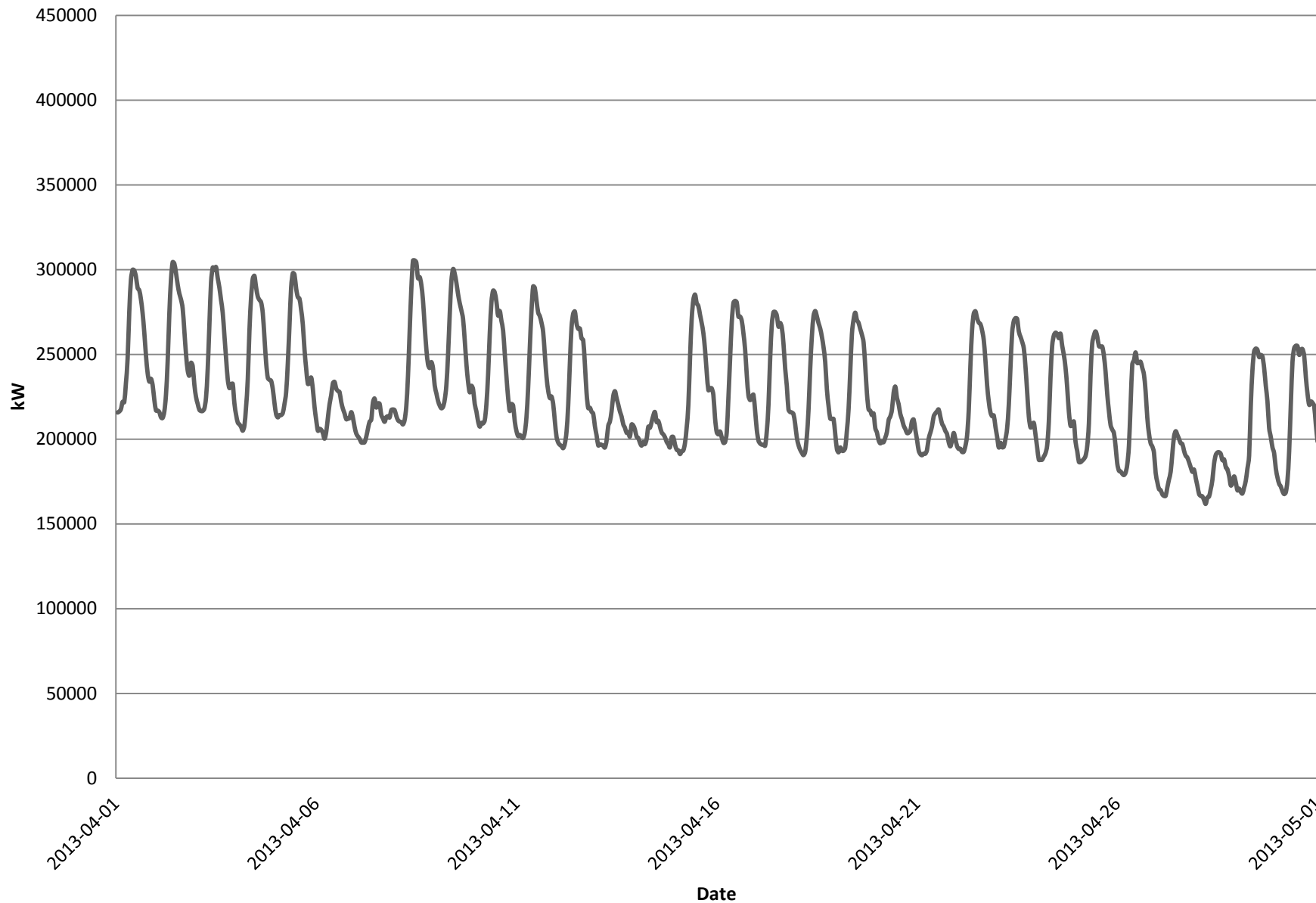
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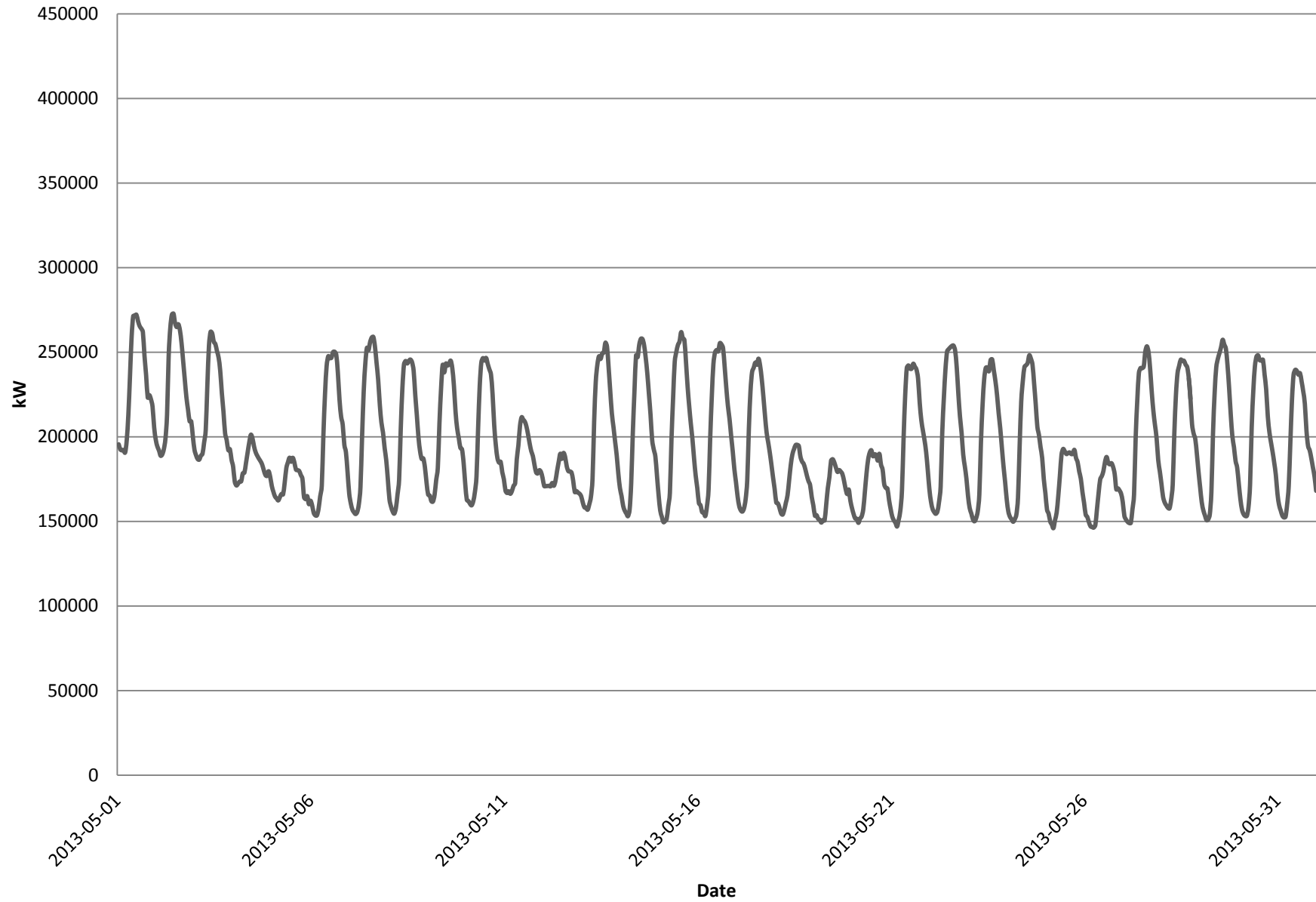
### March General Service Small Non-Demand Load



### April General Service Small Demand Load

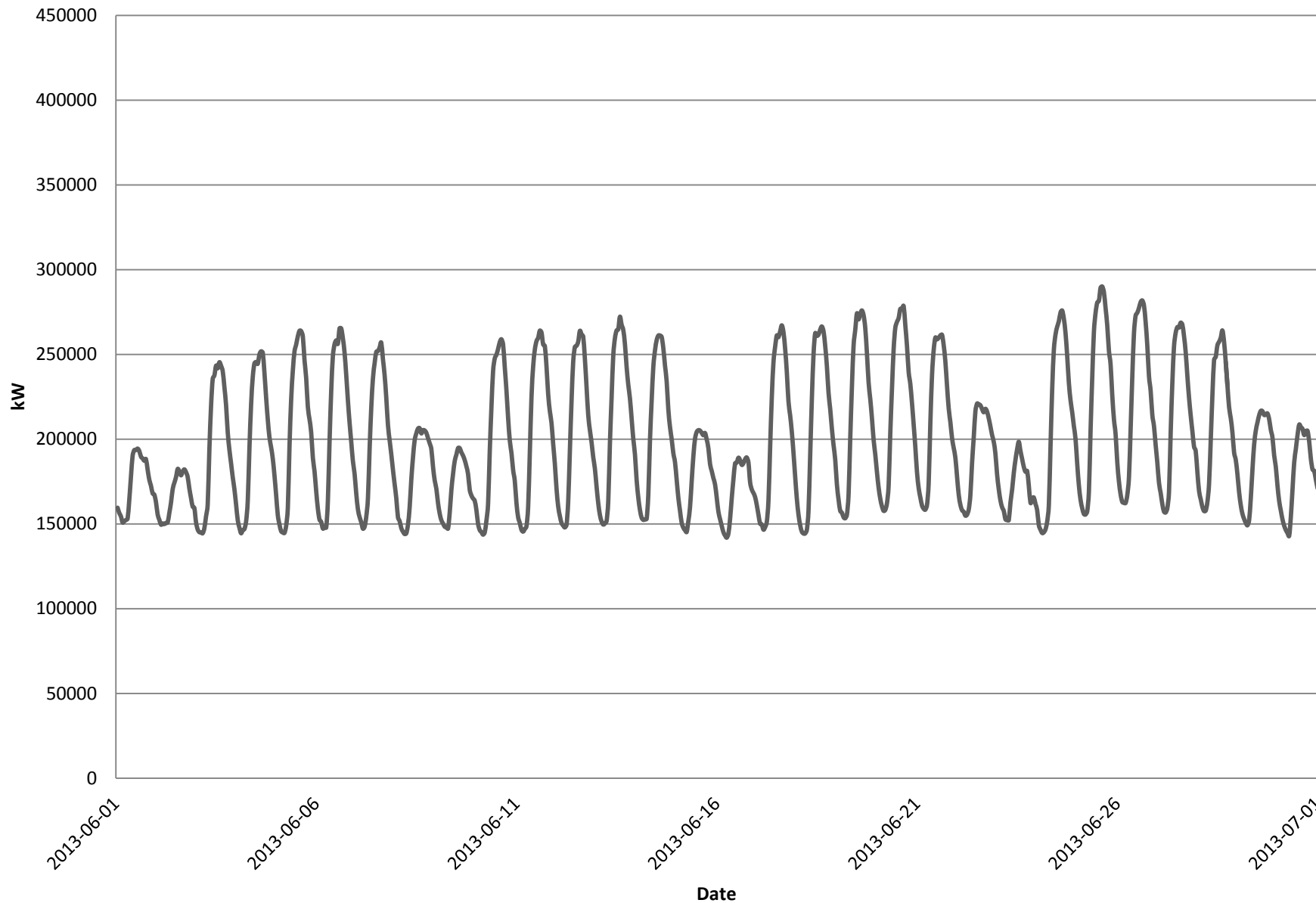


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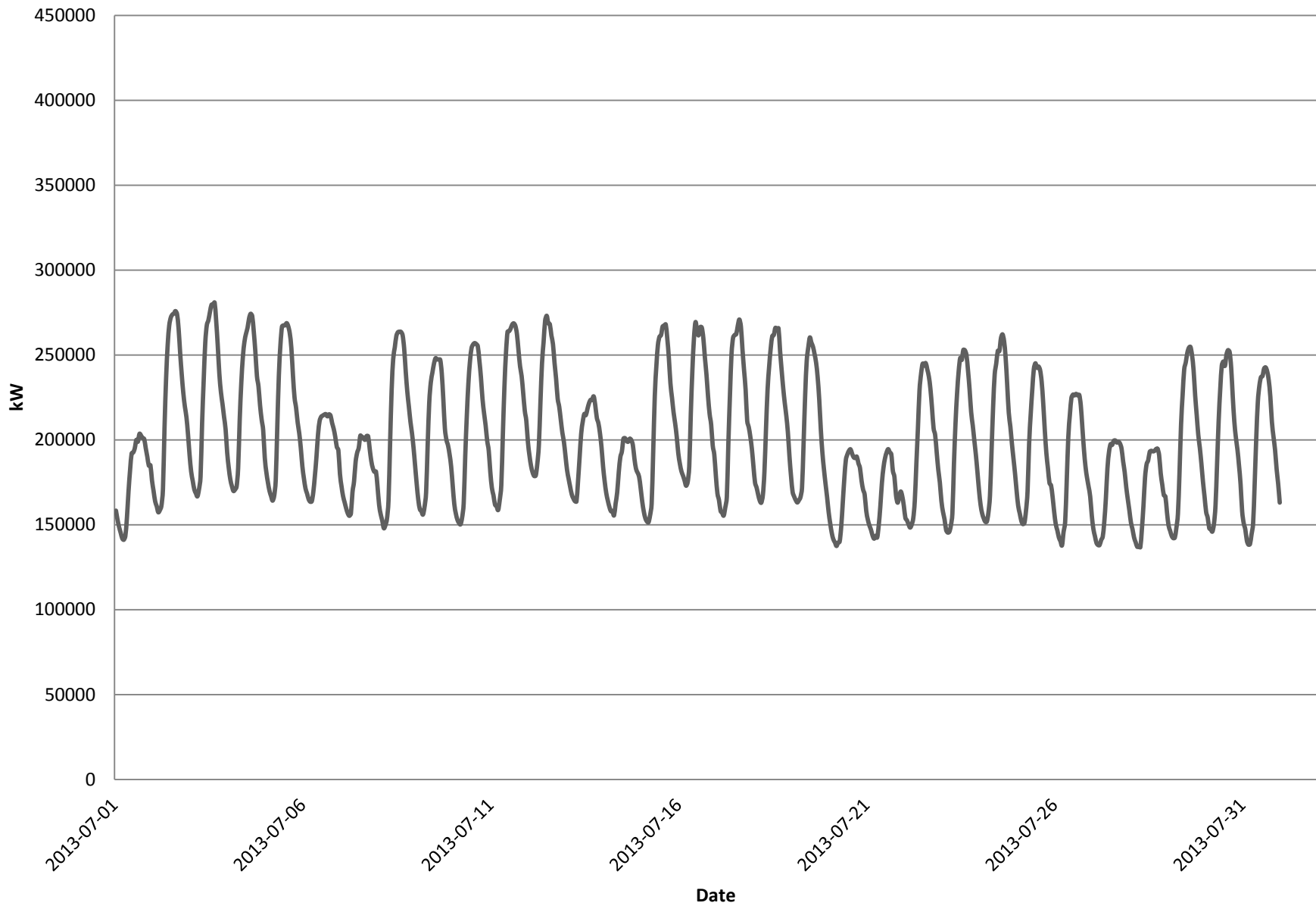




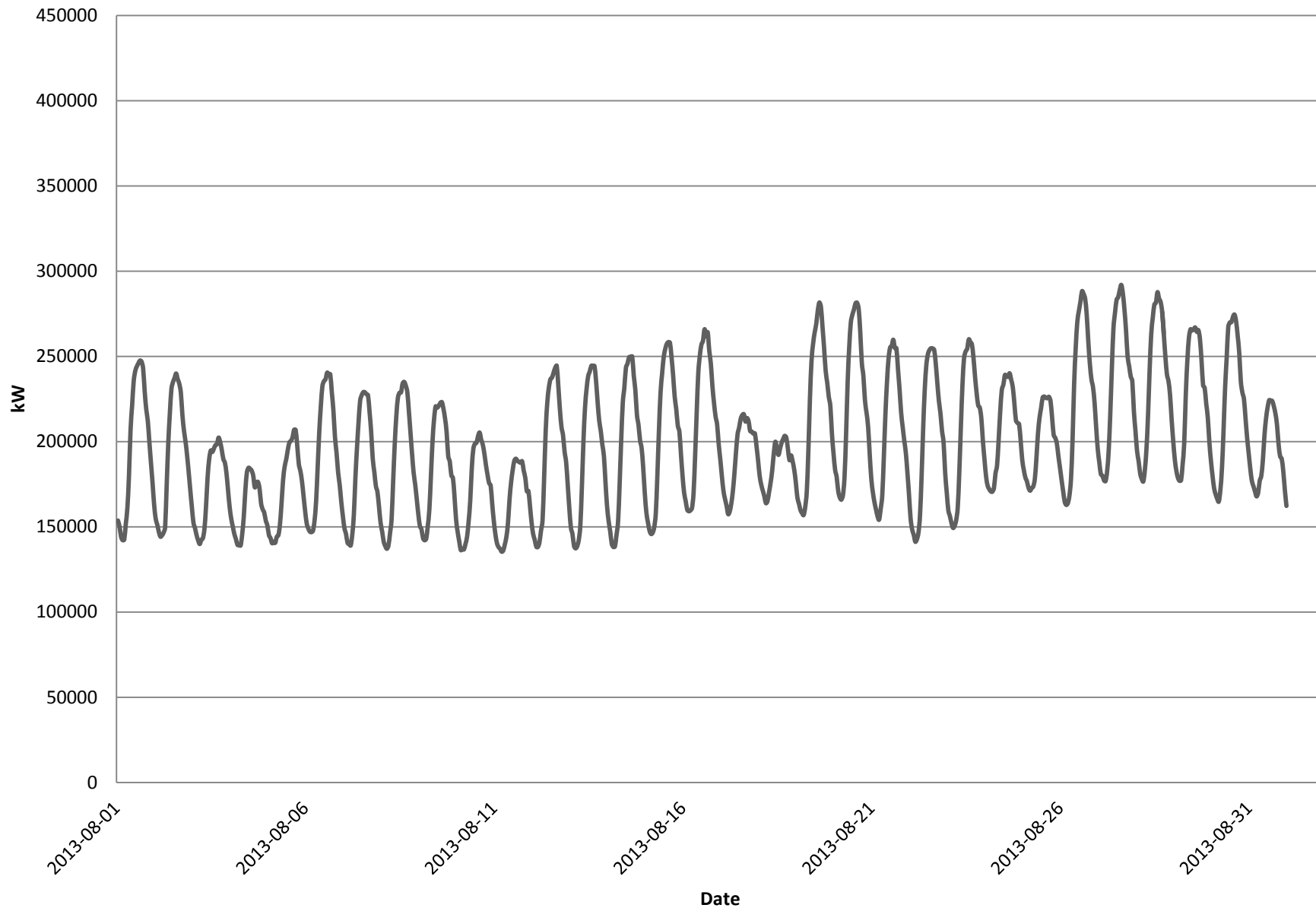
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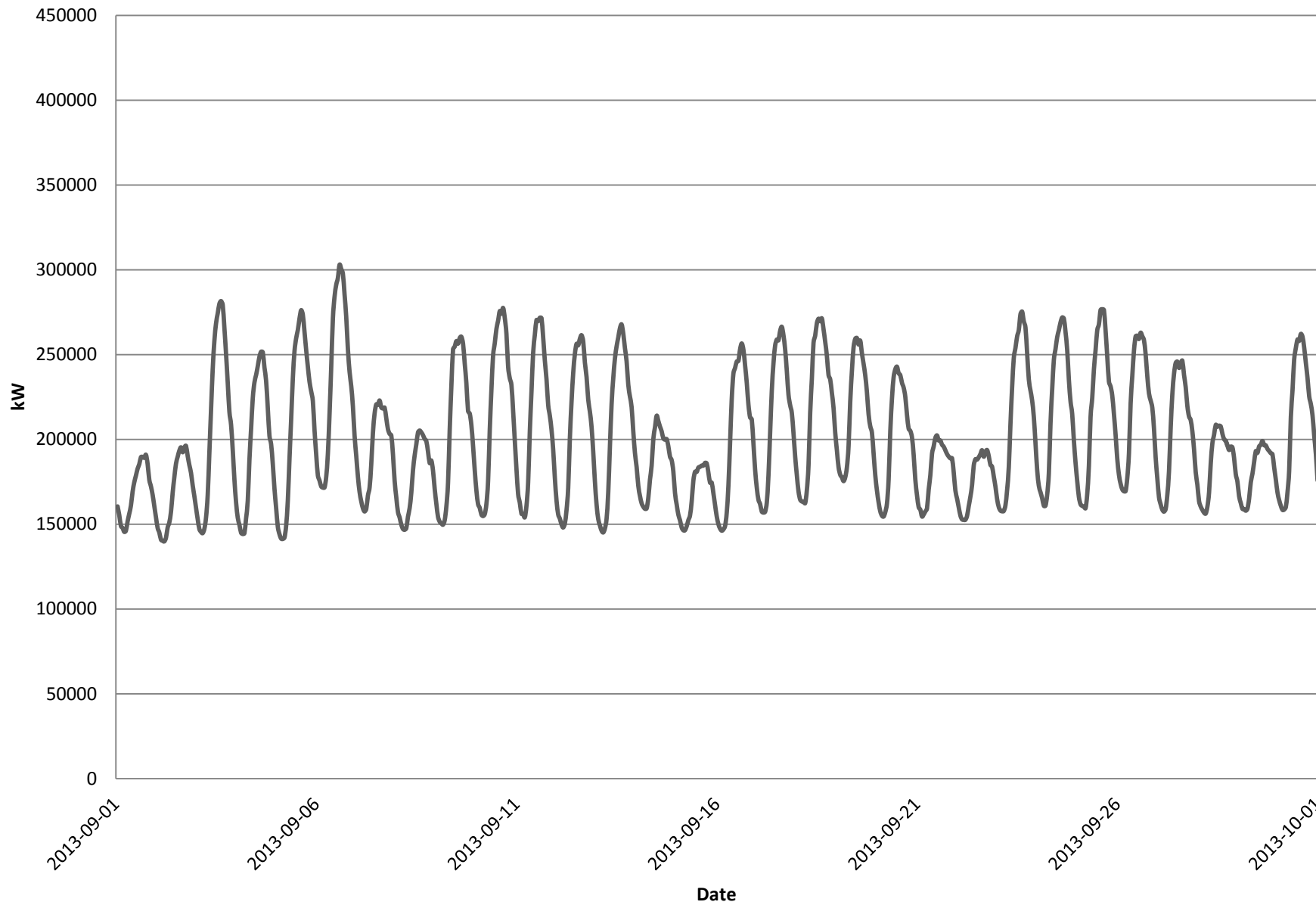
### July General Service Small Demand Load



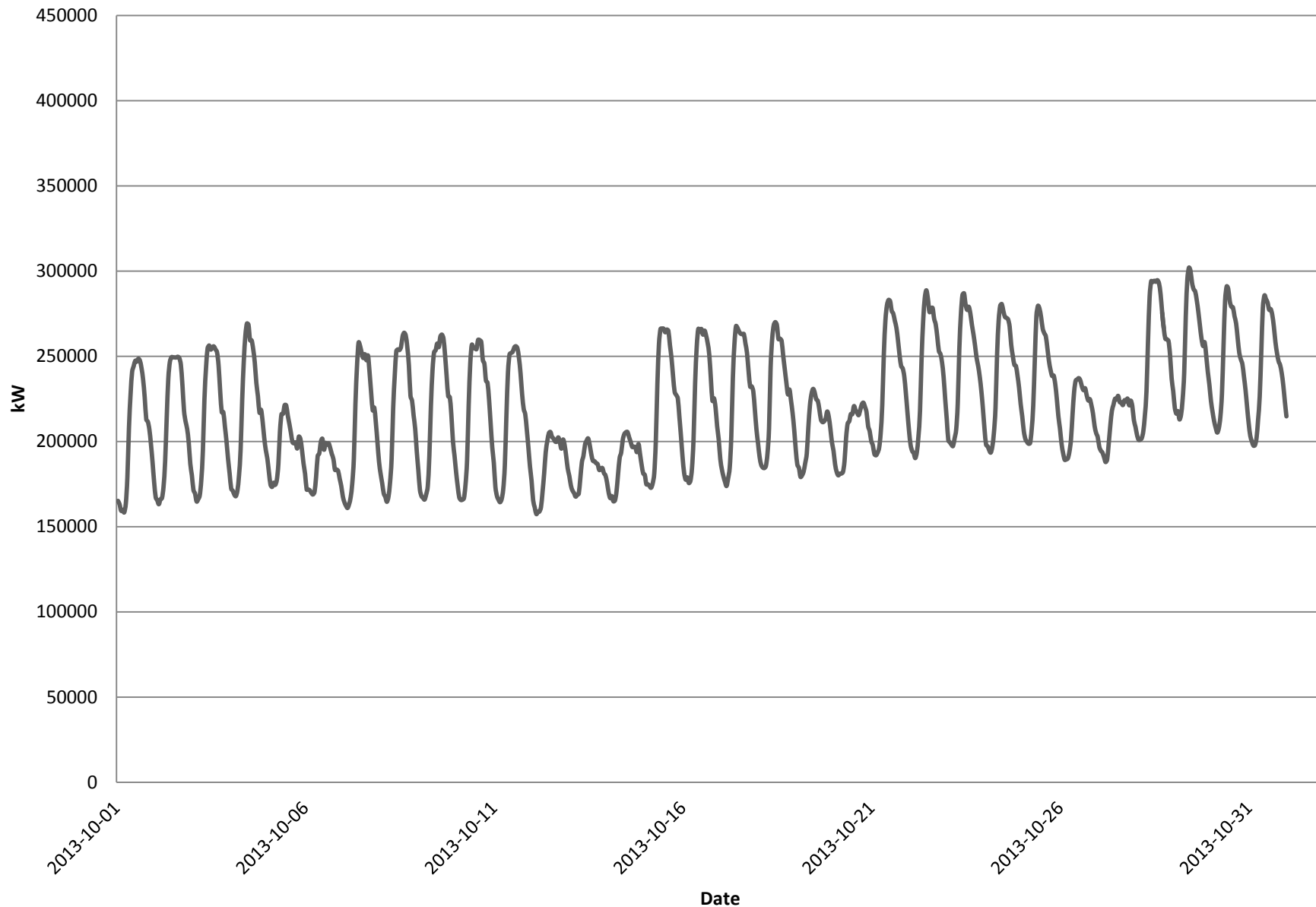
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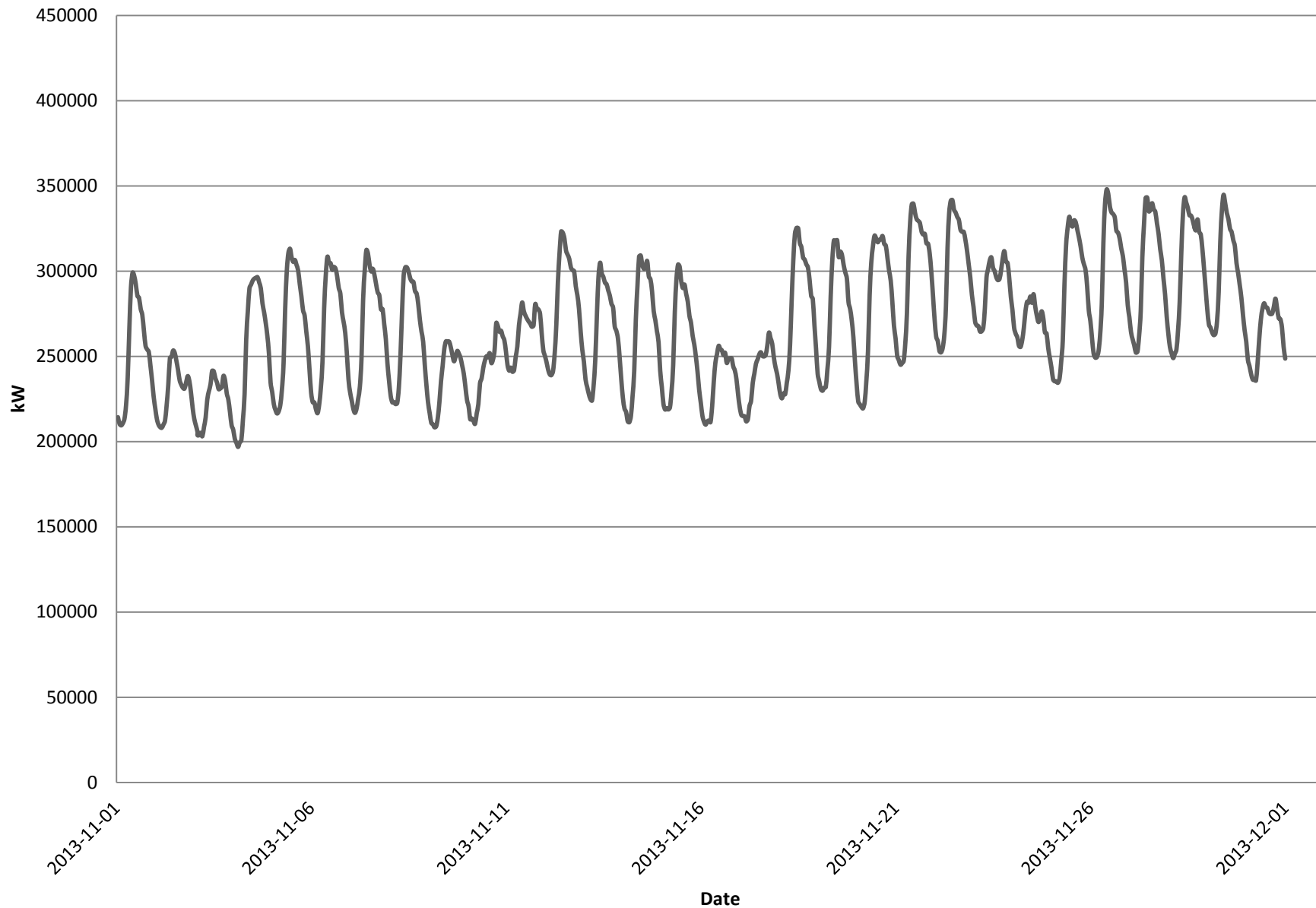
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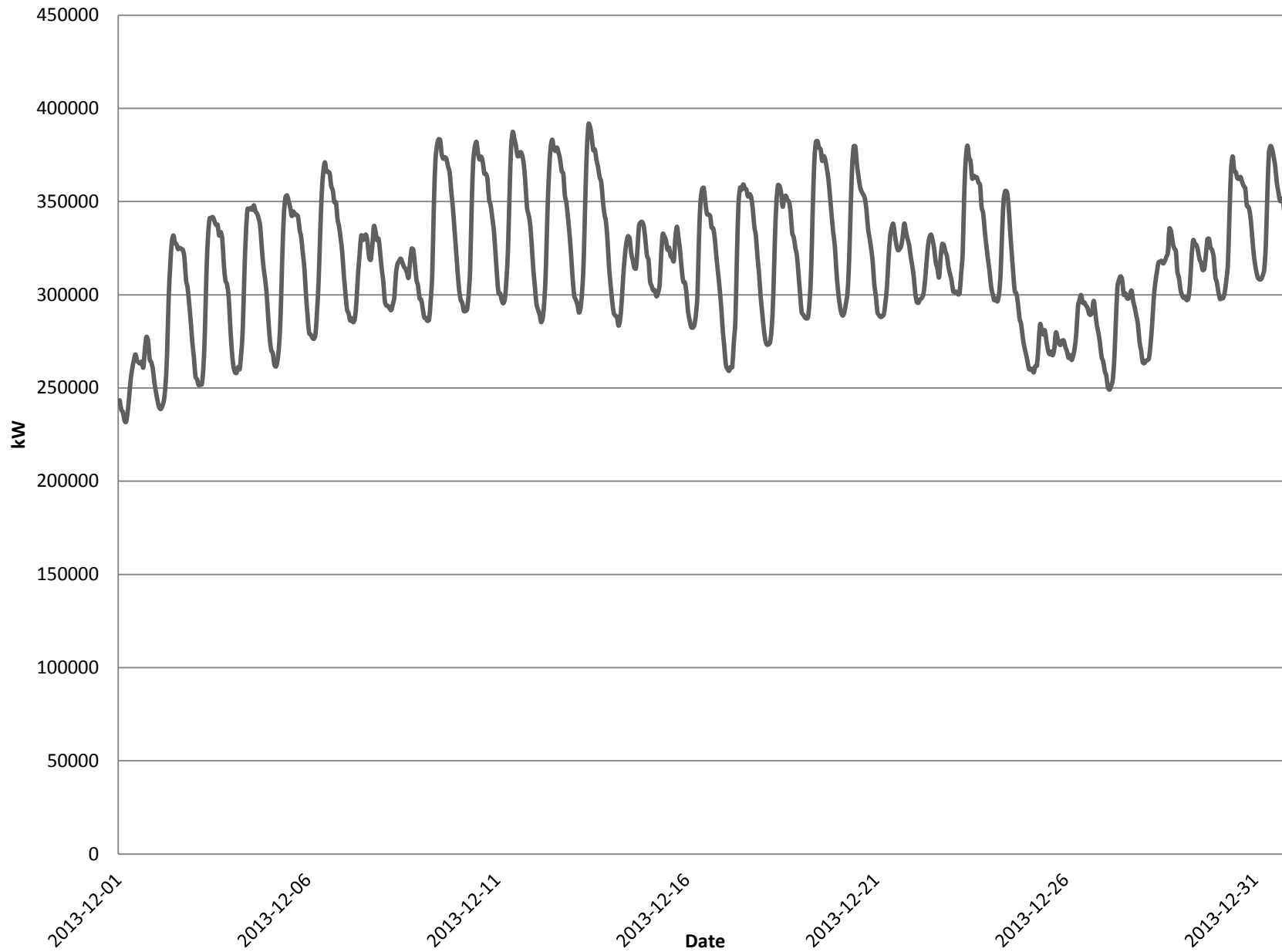
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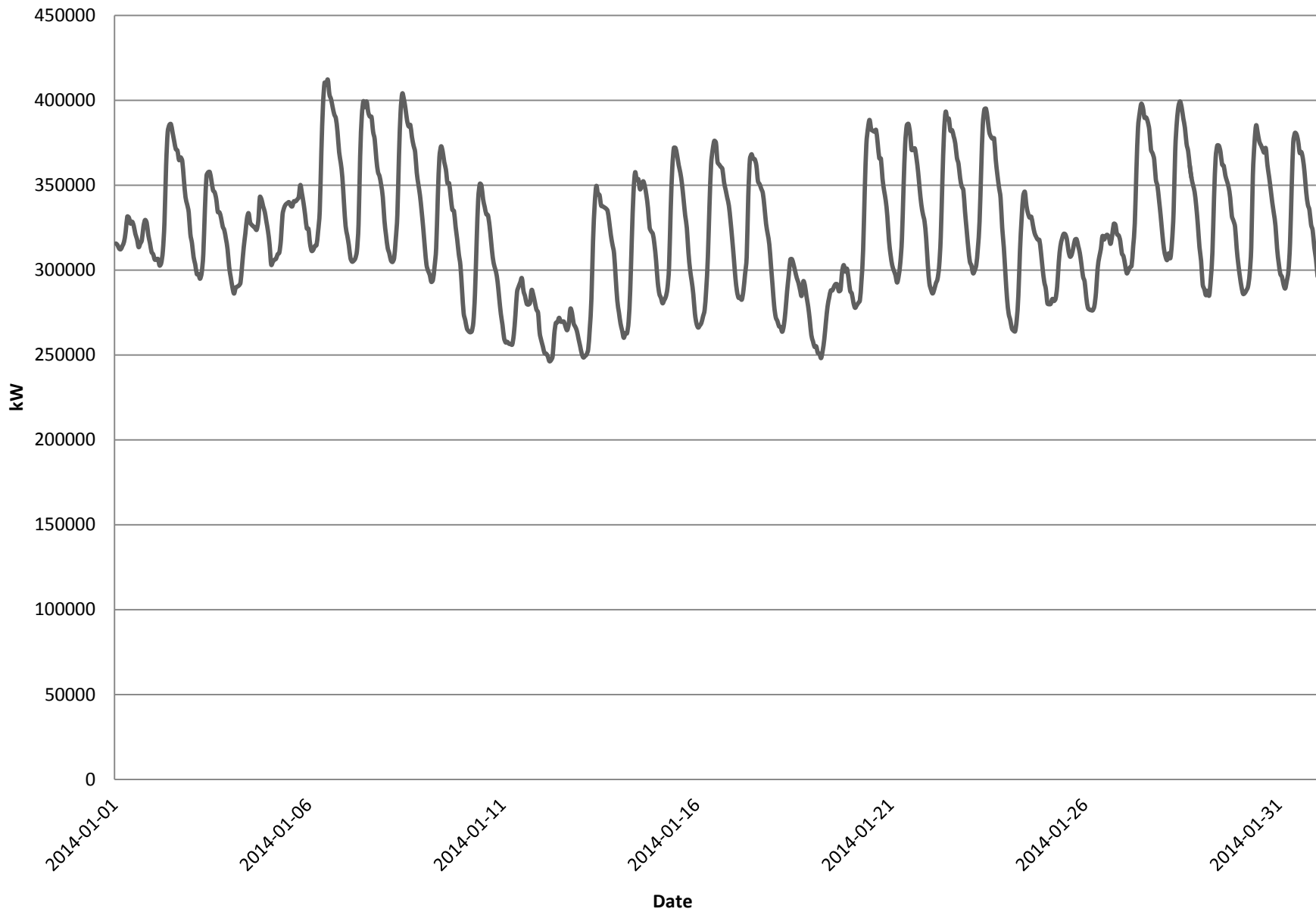
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### December General Service Small Demand Load

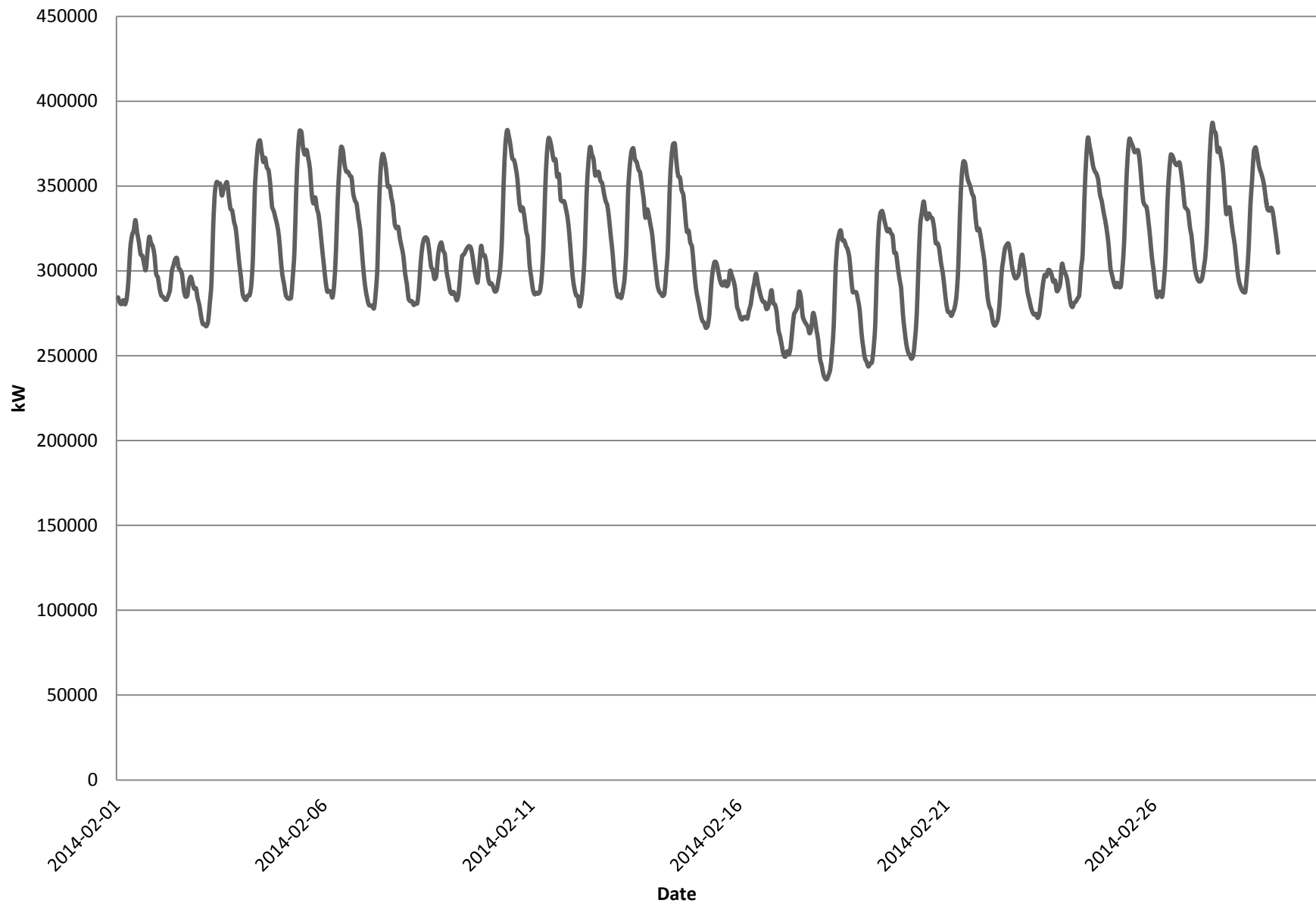


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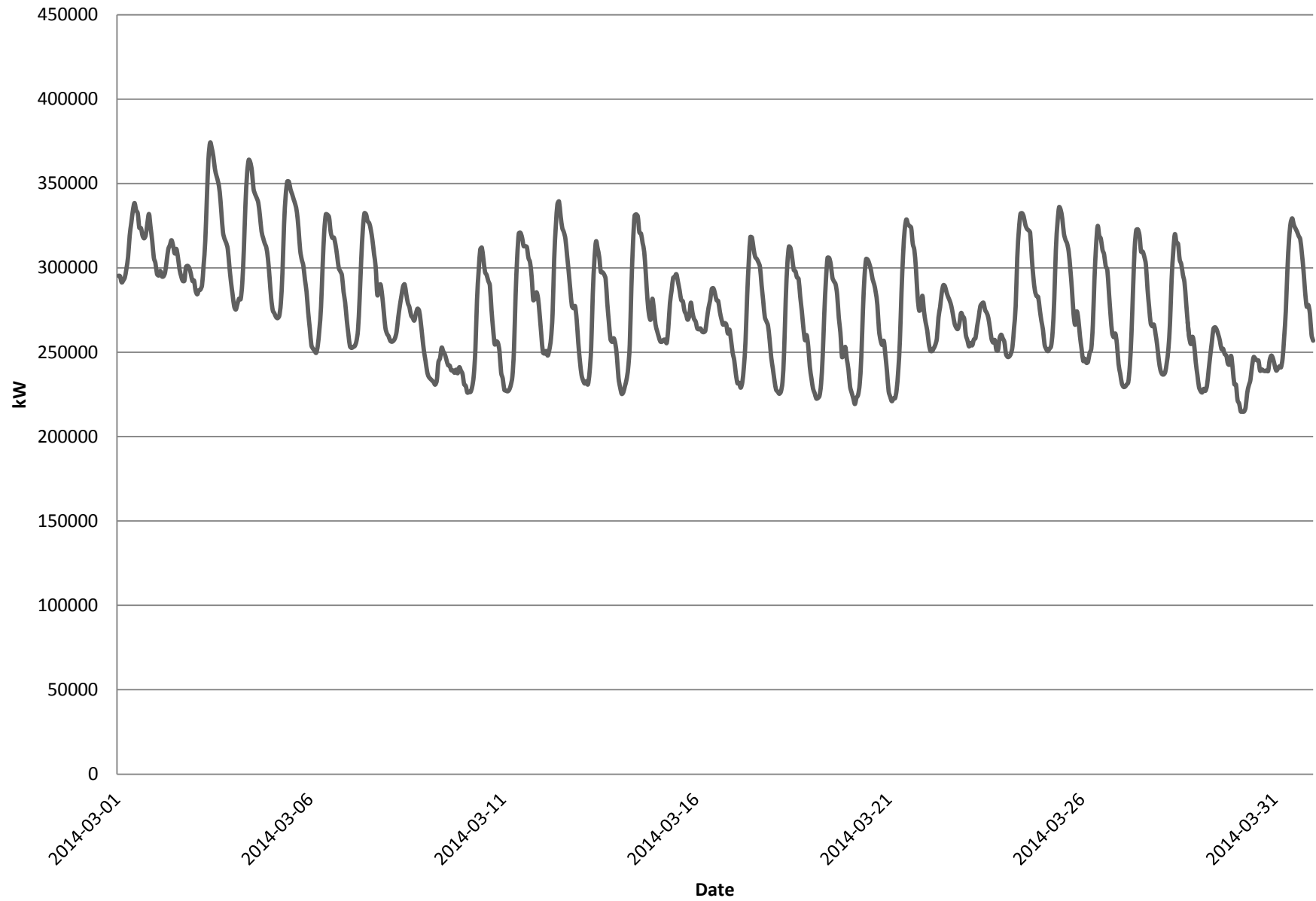




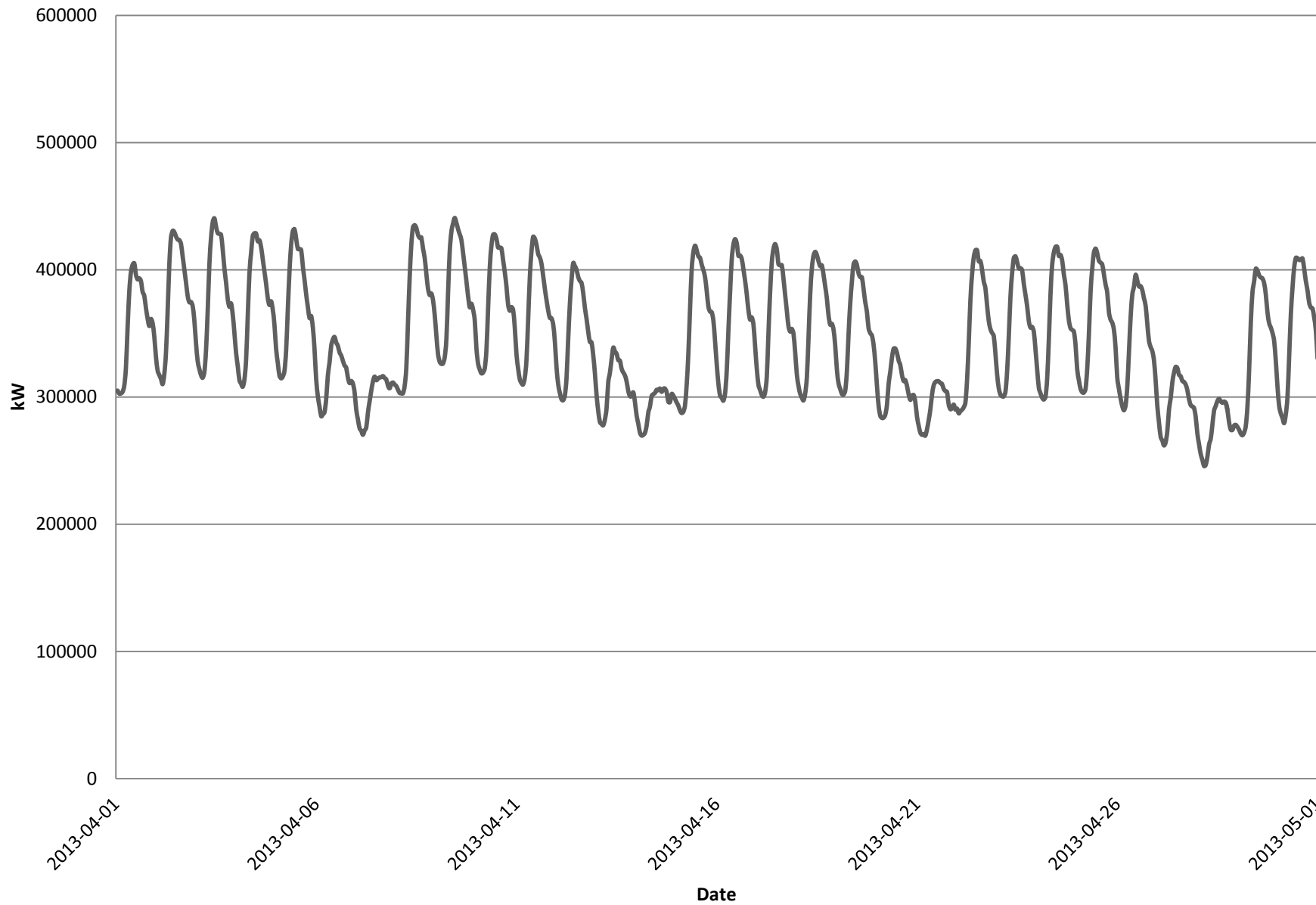
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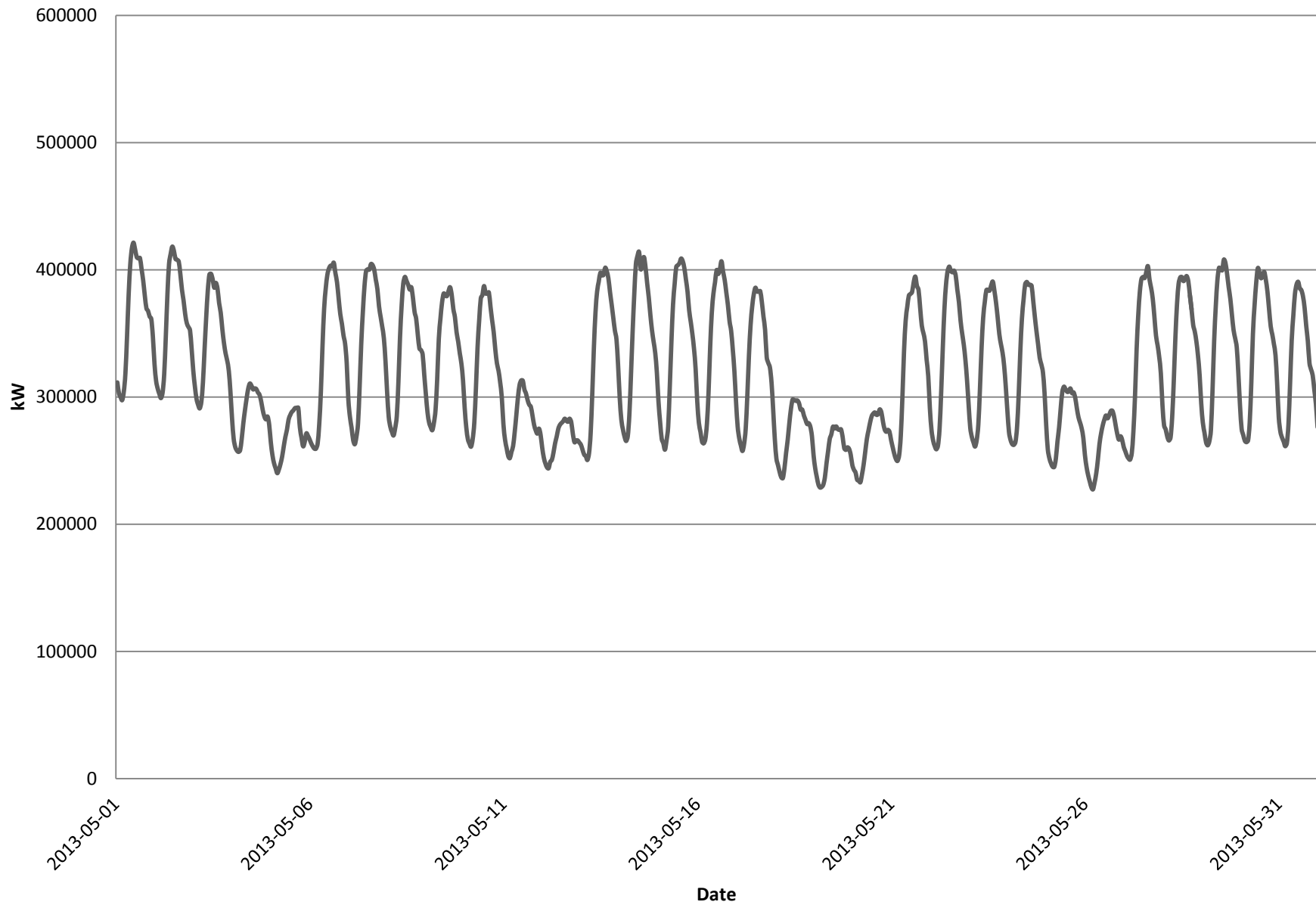
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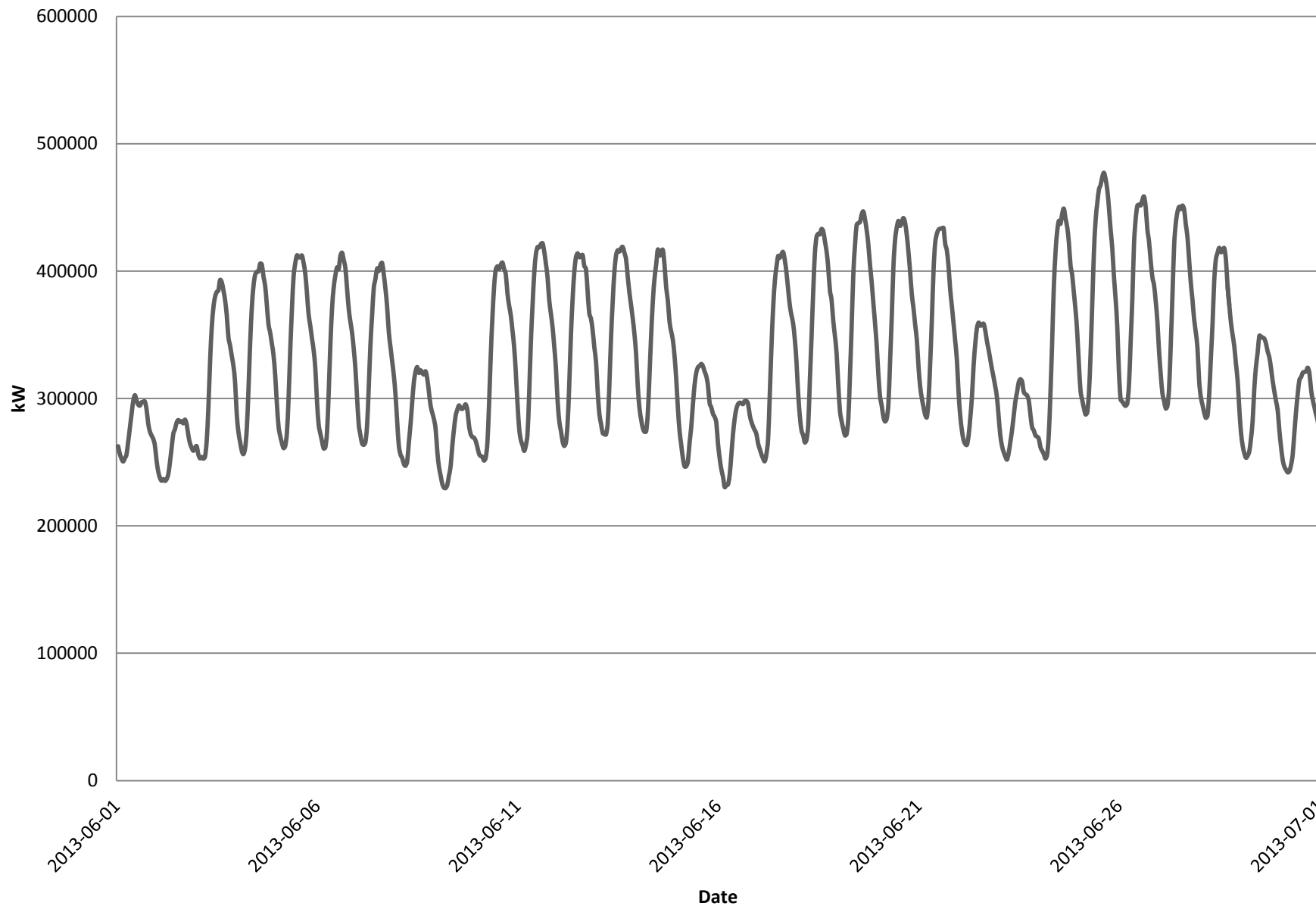
### April General Service Medium Load



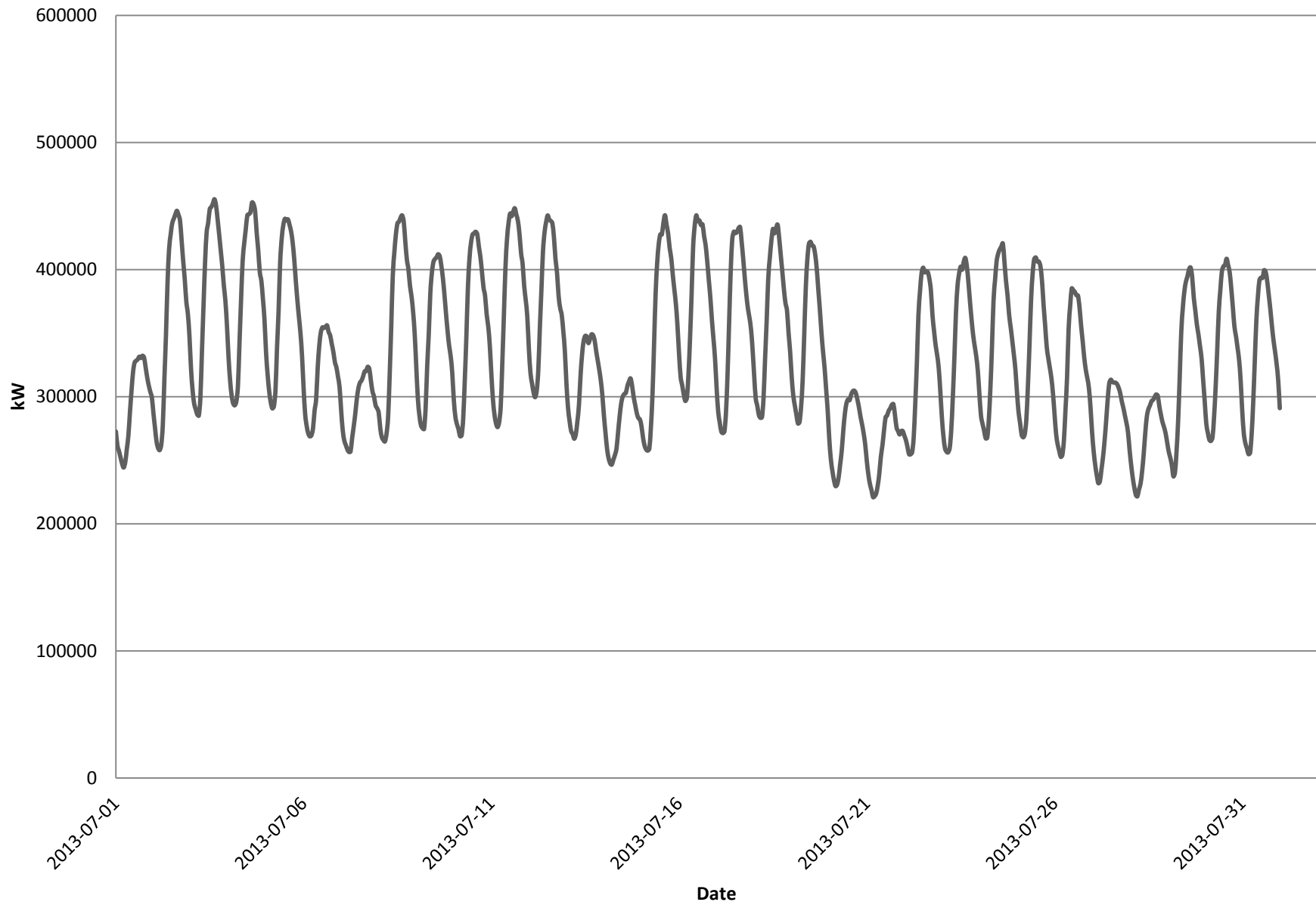
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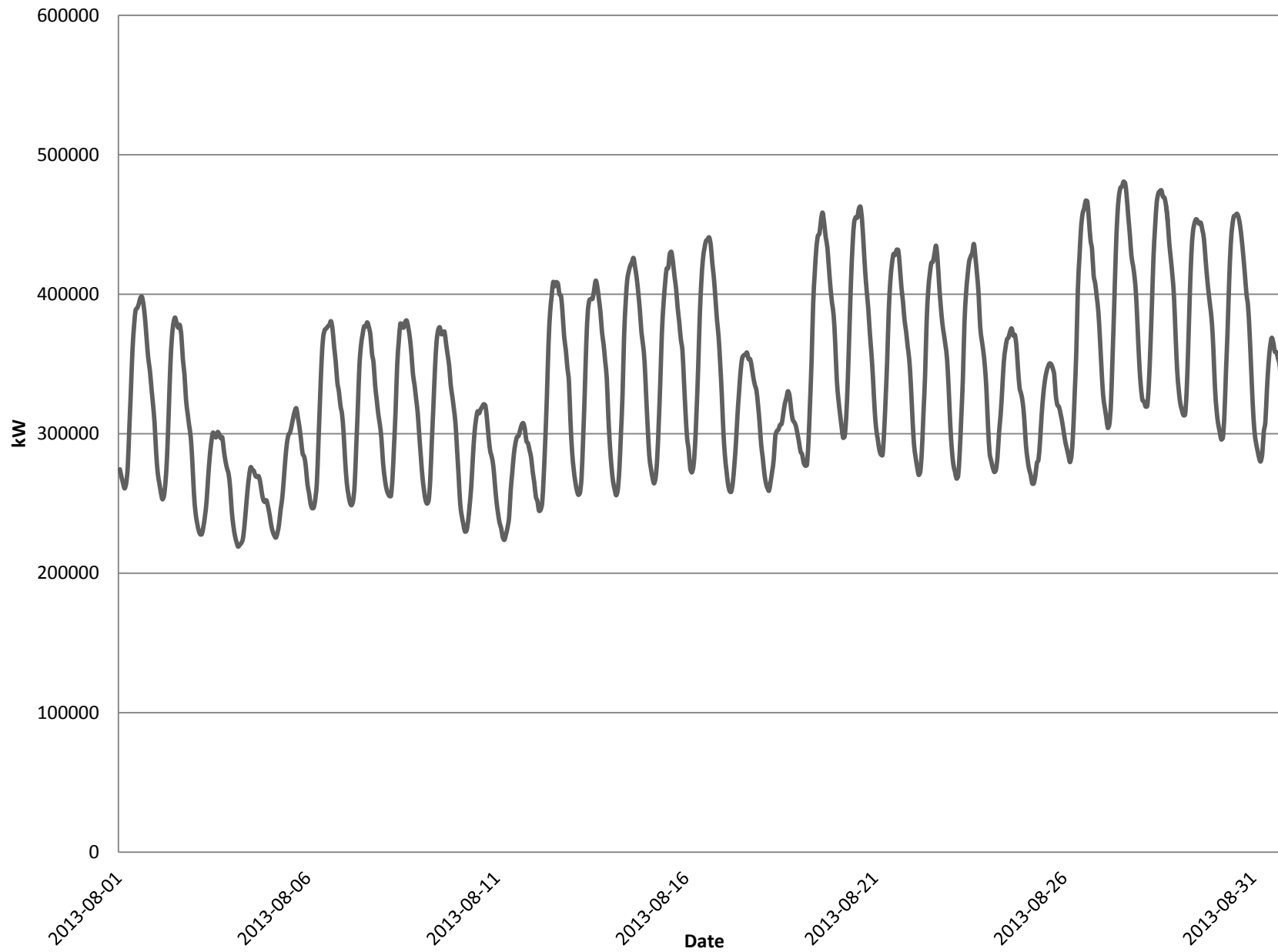
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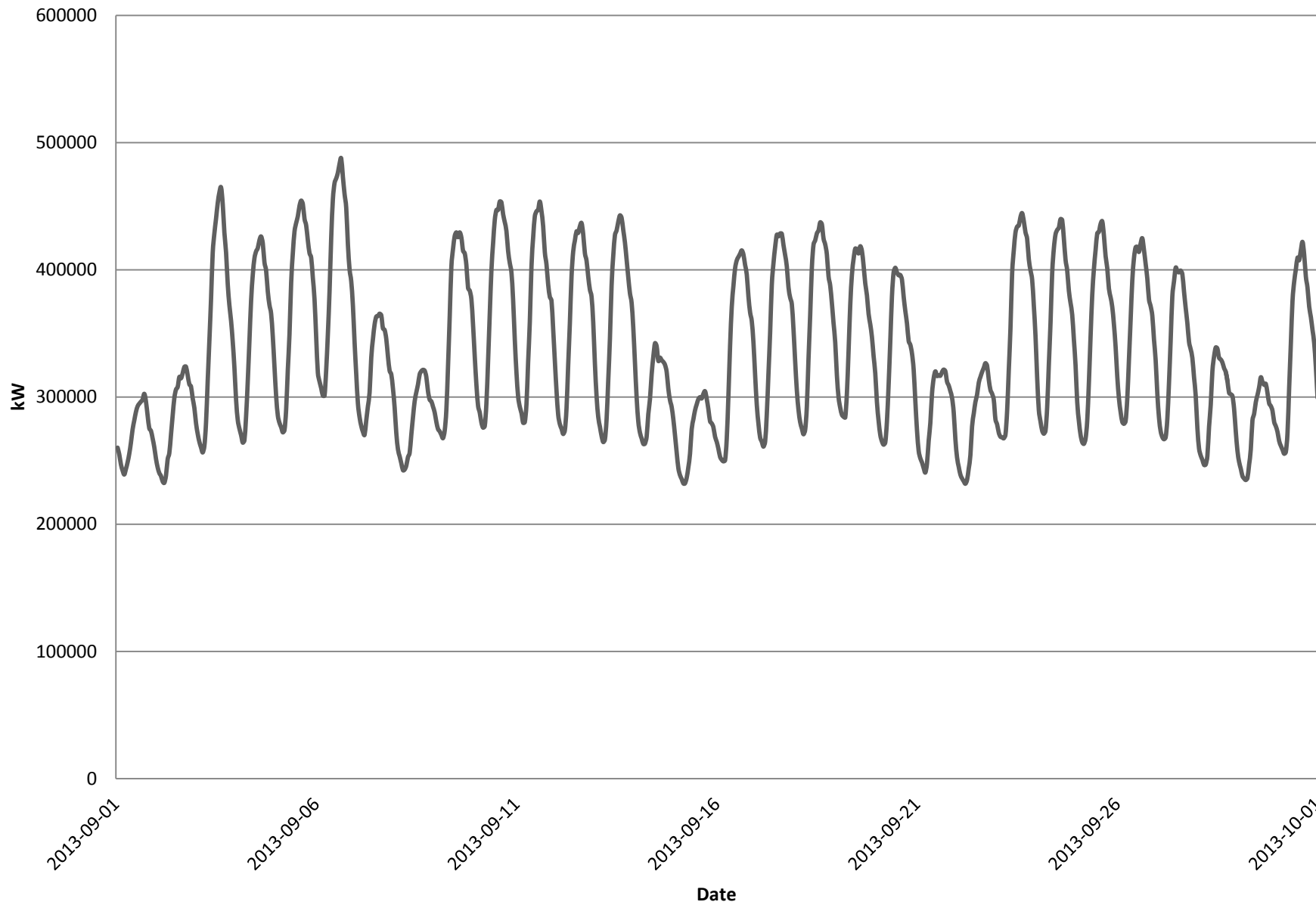
### July General Service Medium Load



### August General Service Medium Load

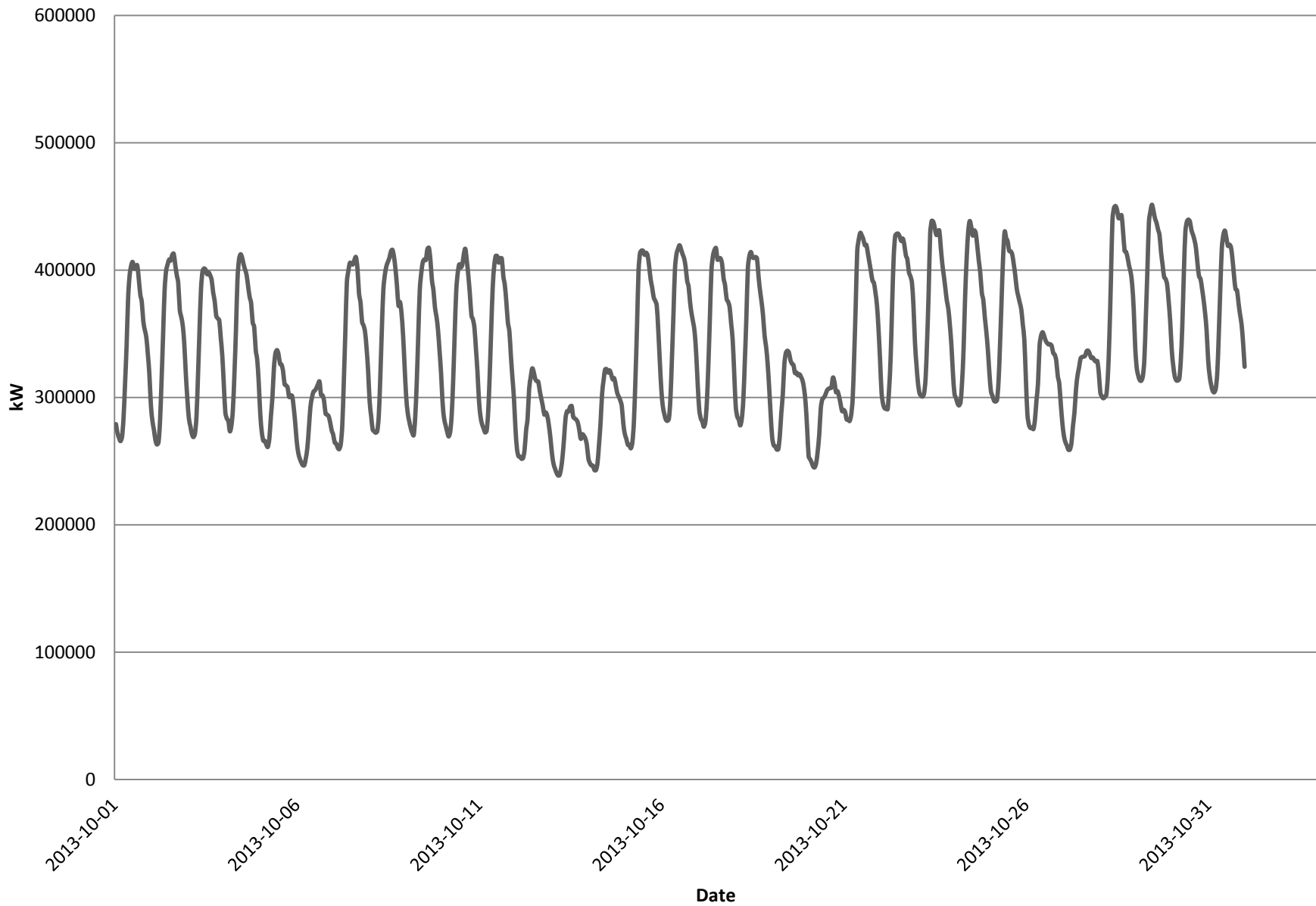


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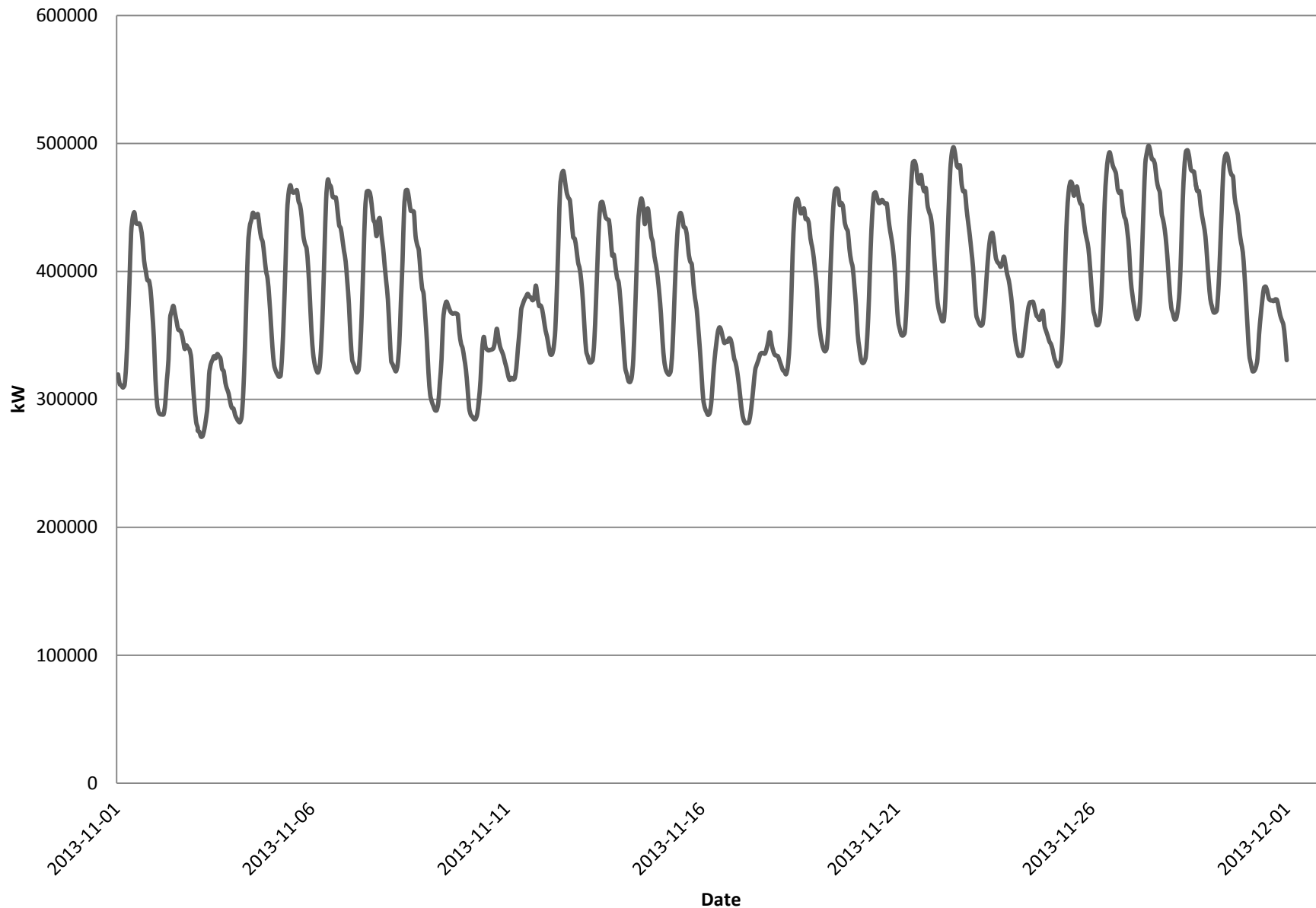




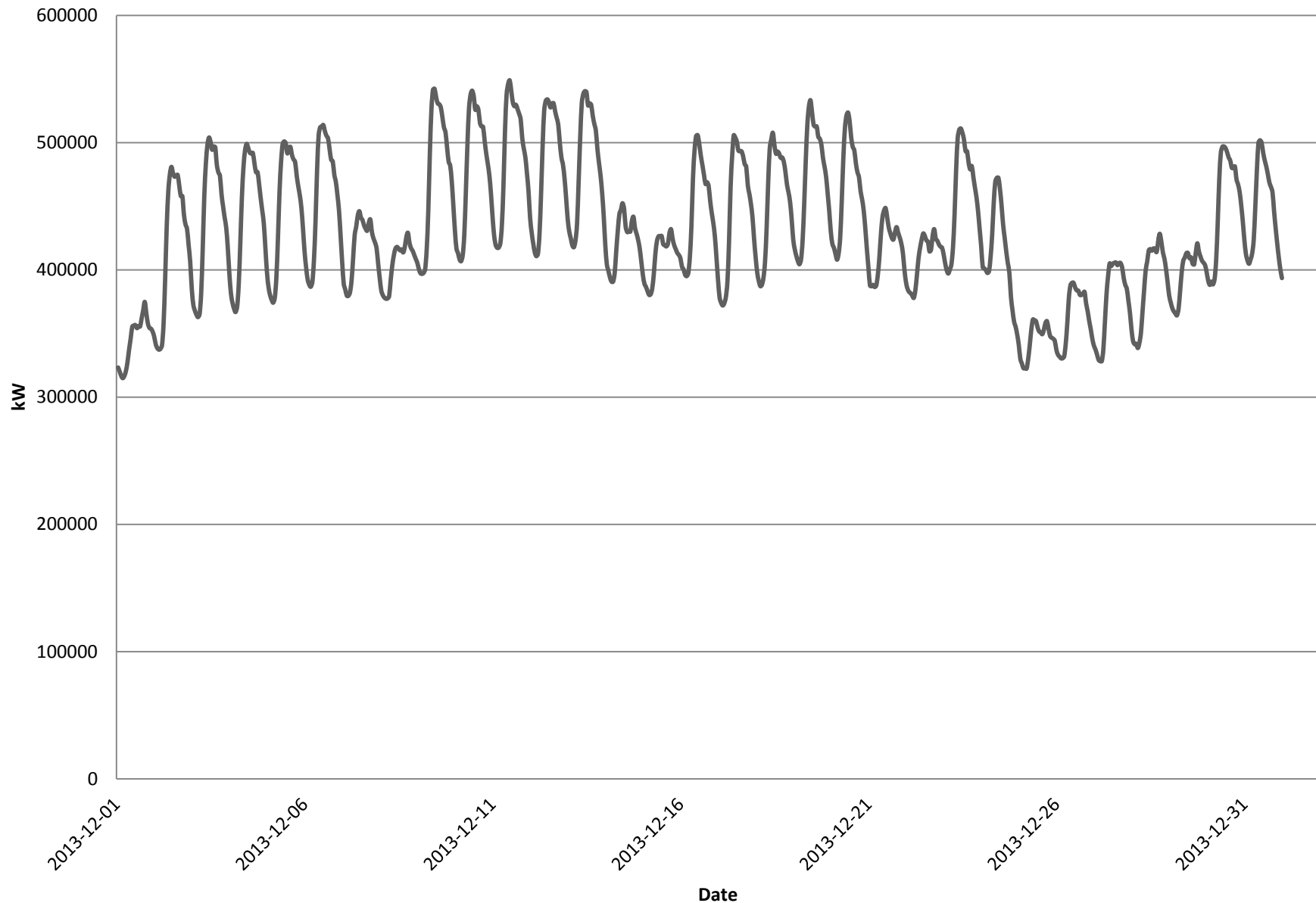
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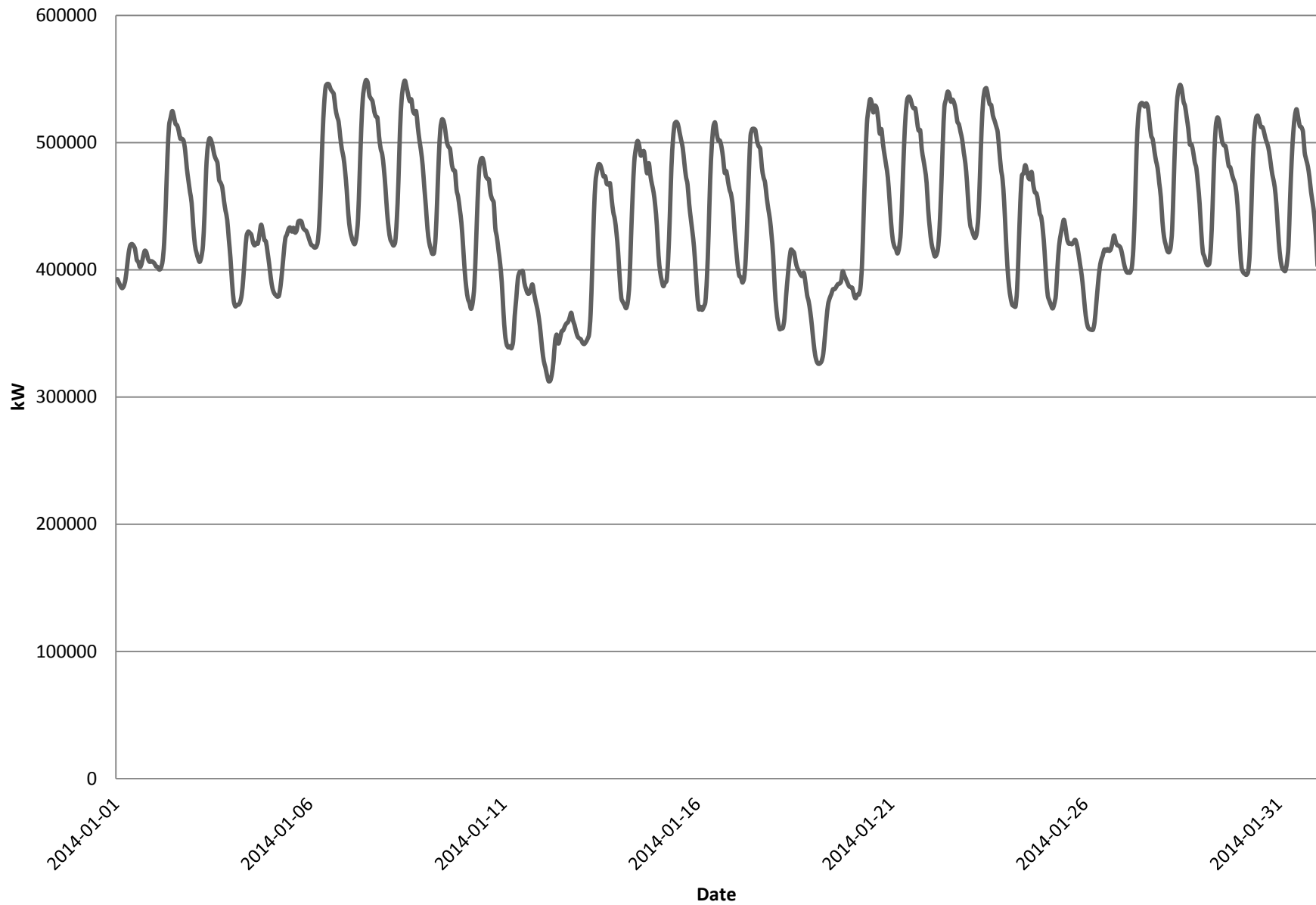
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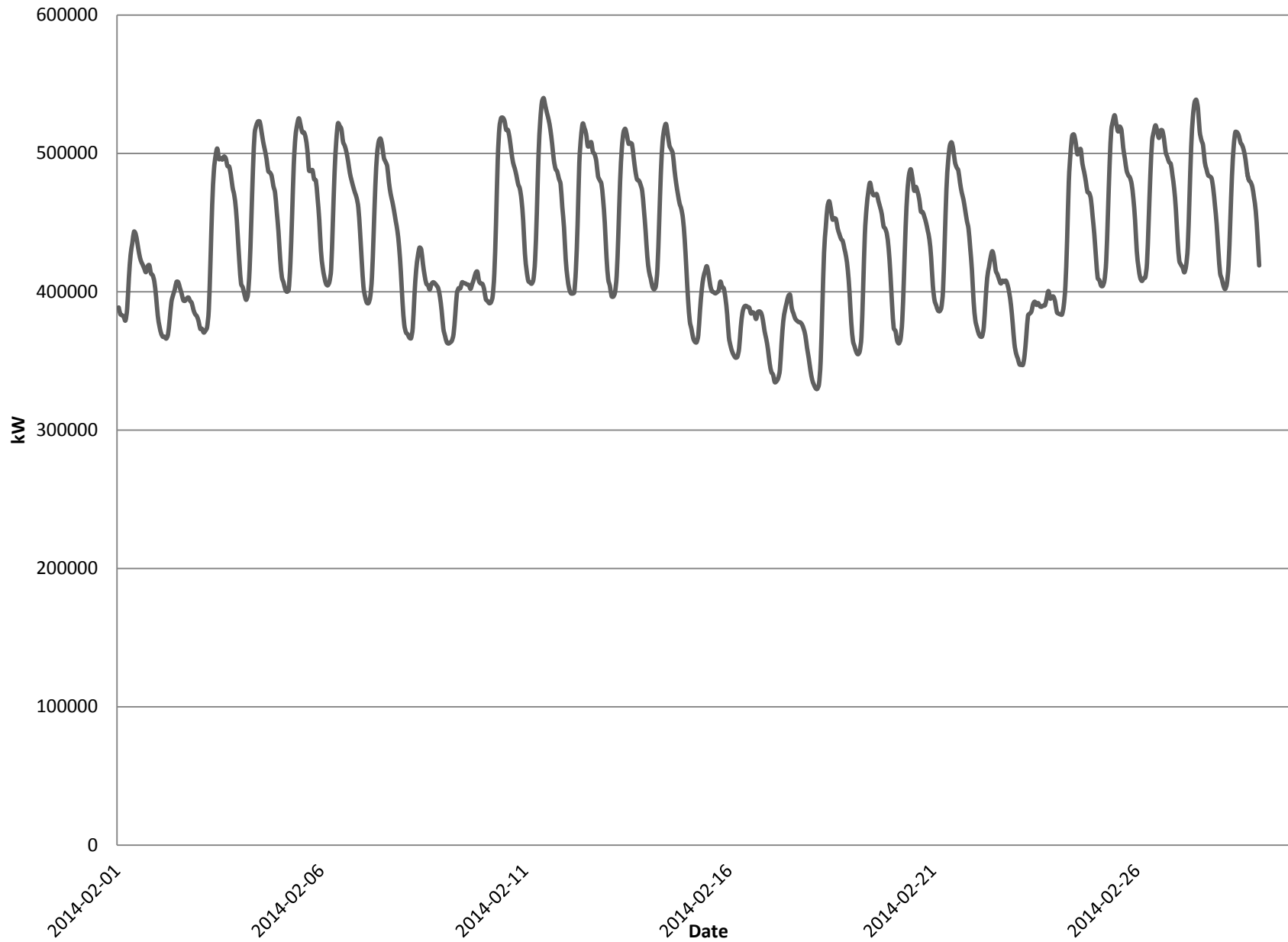
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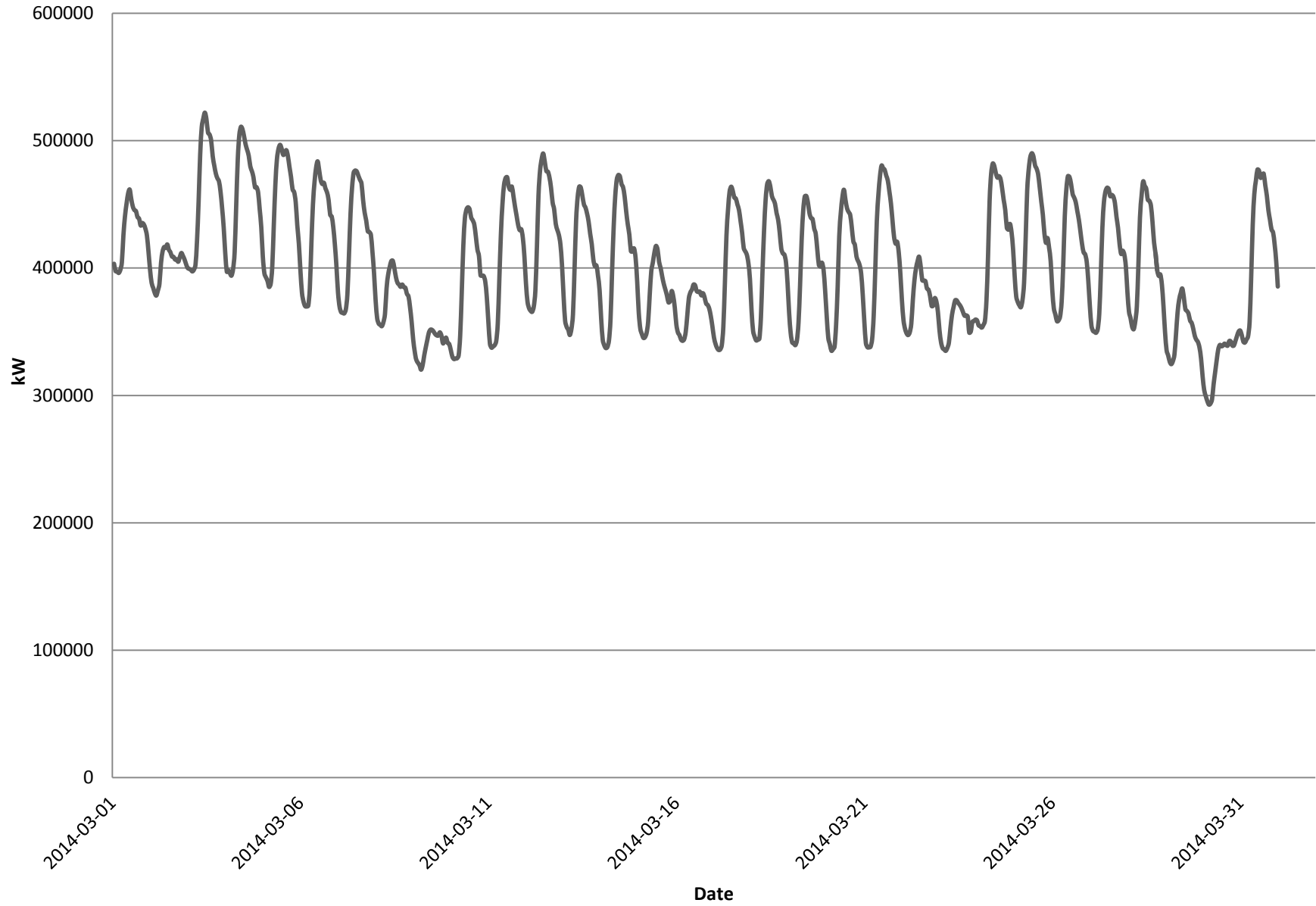
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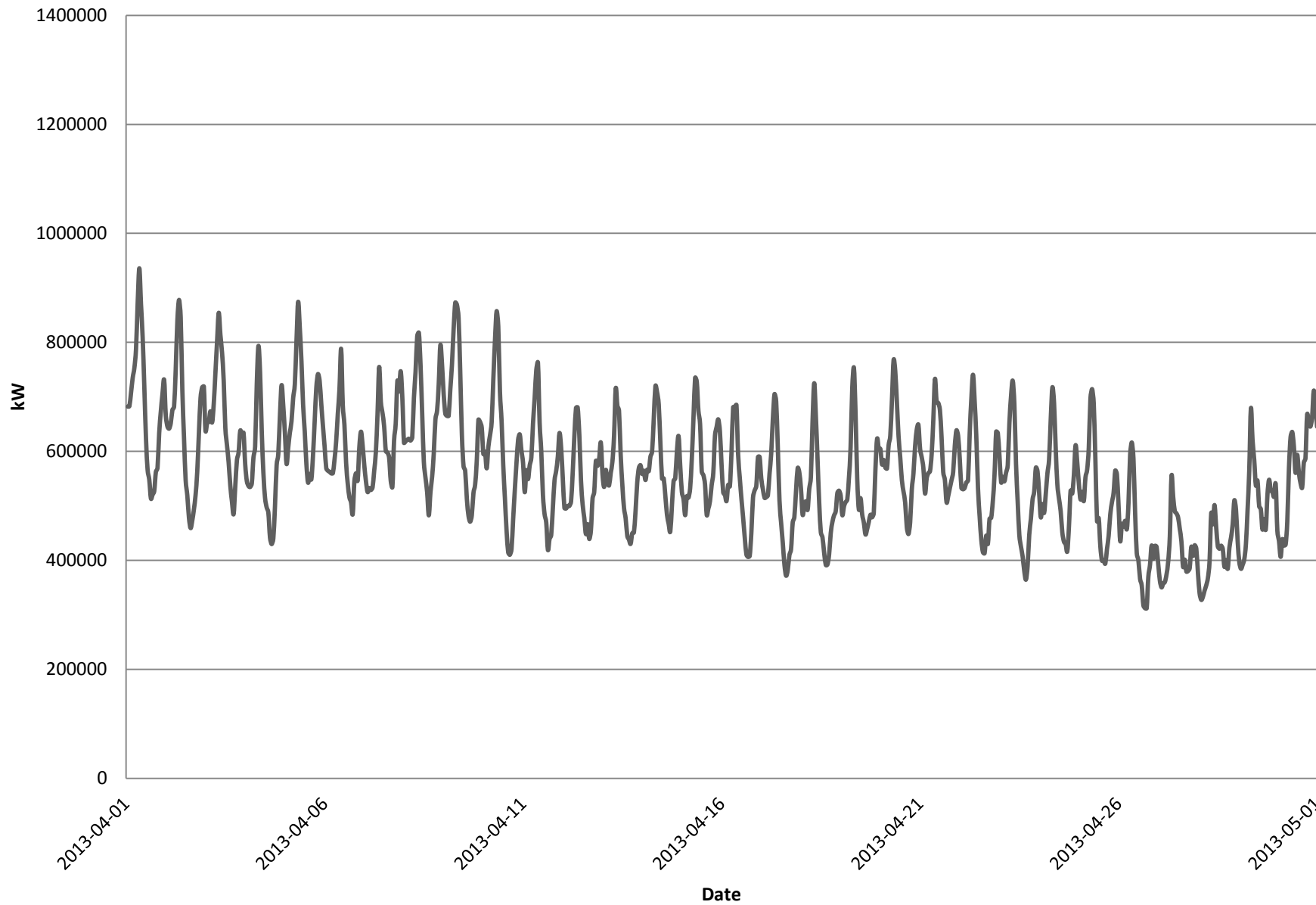
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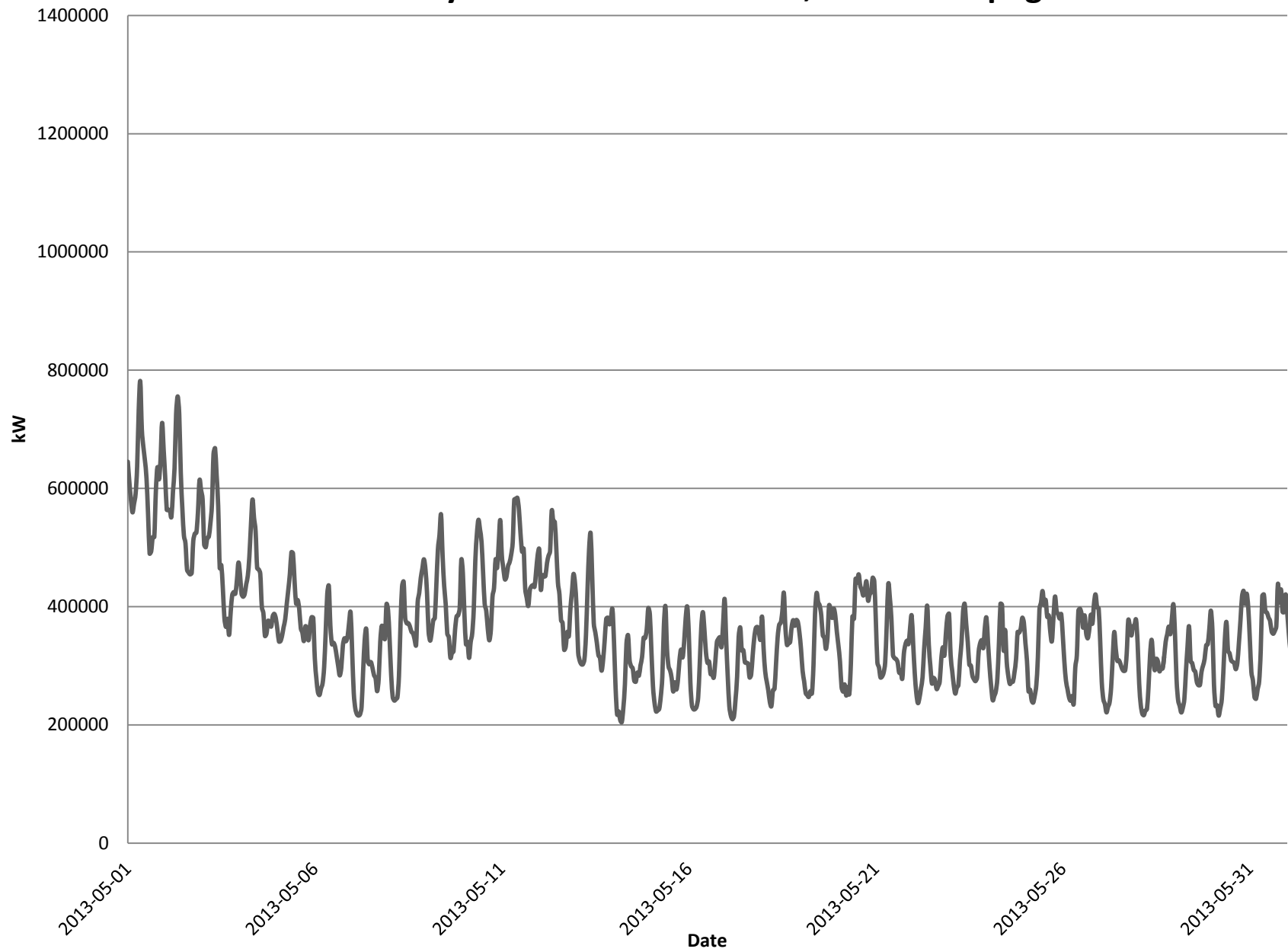
### March General Service Medium Load



### April Residential Basic Load, Non-Winnipeg

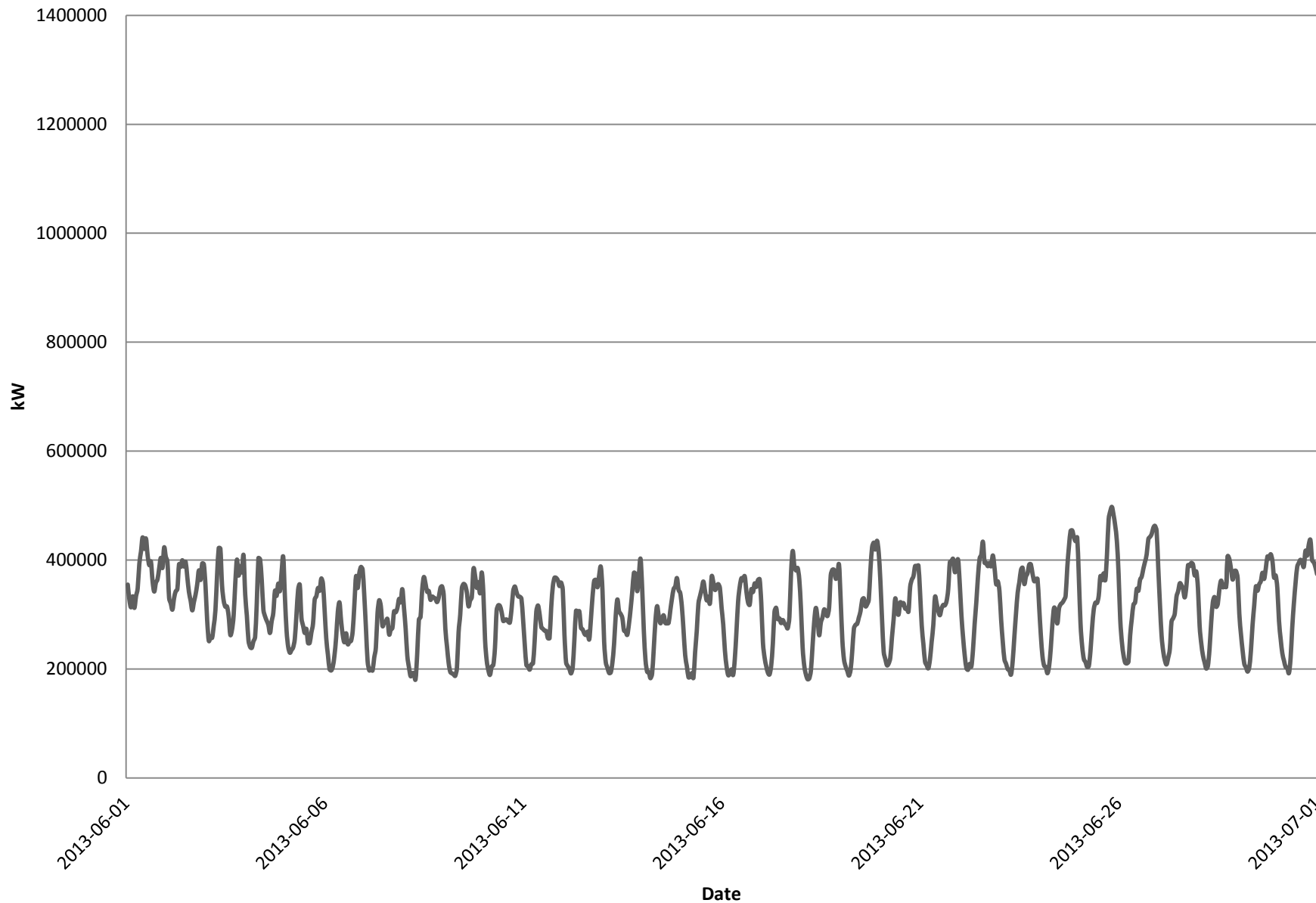


### May Residential Basic Load, Non-Winnipeg

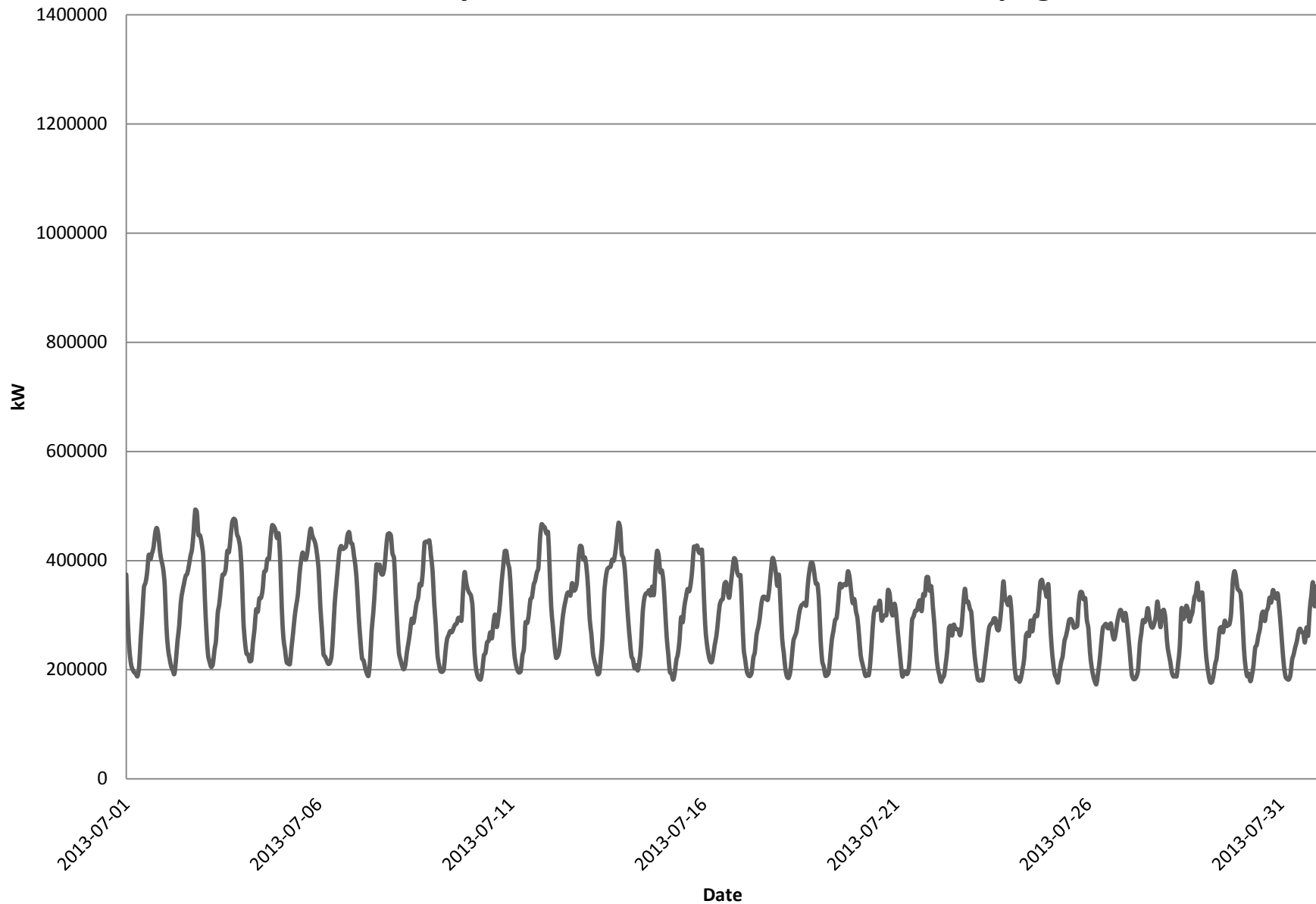




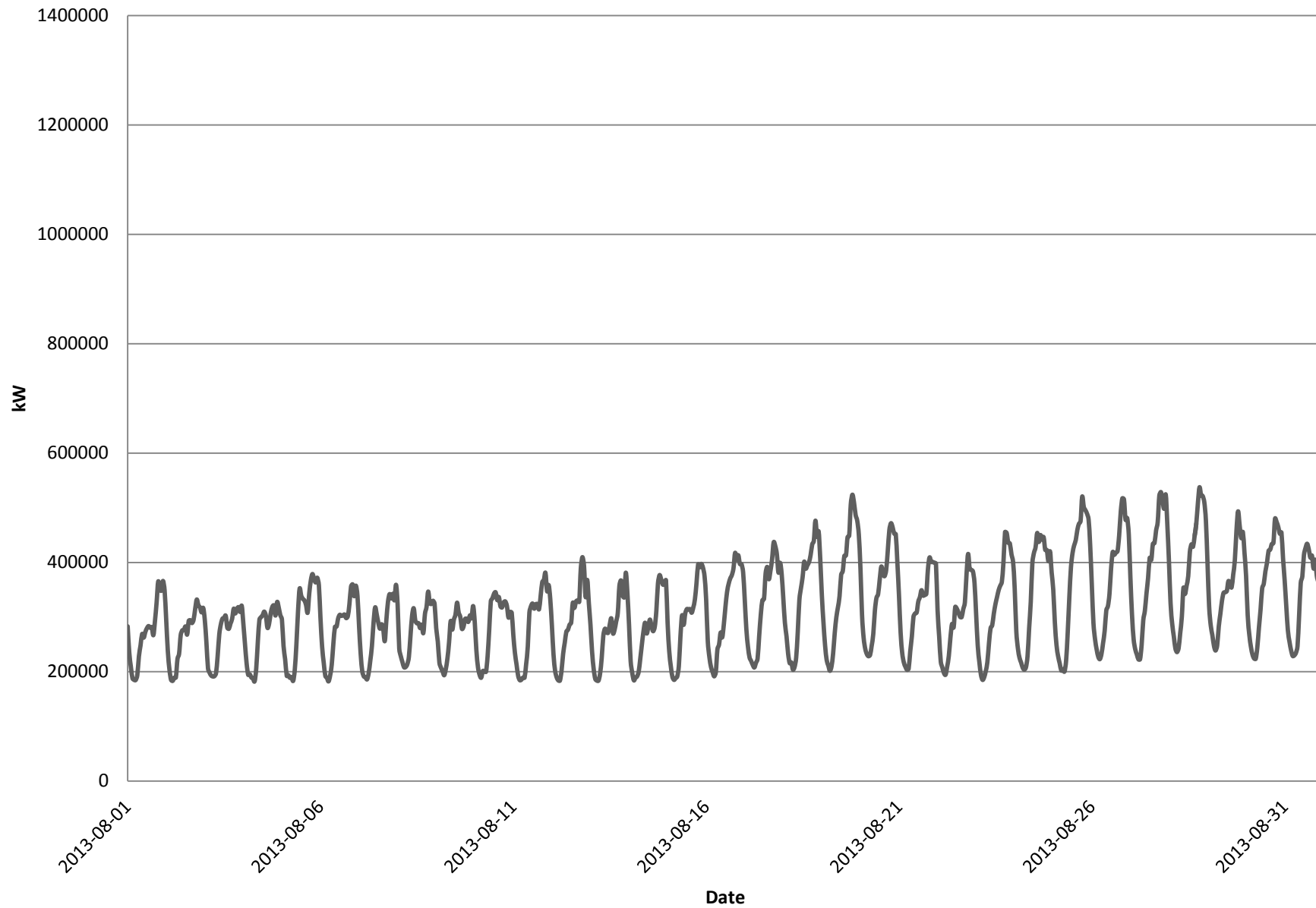
### June Residential Basic Load, Non-Winnipeg



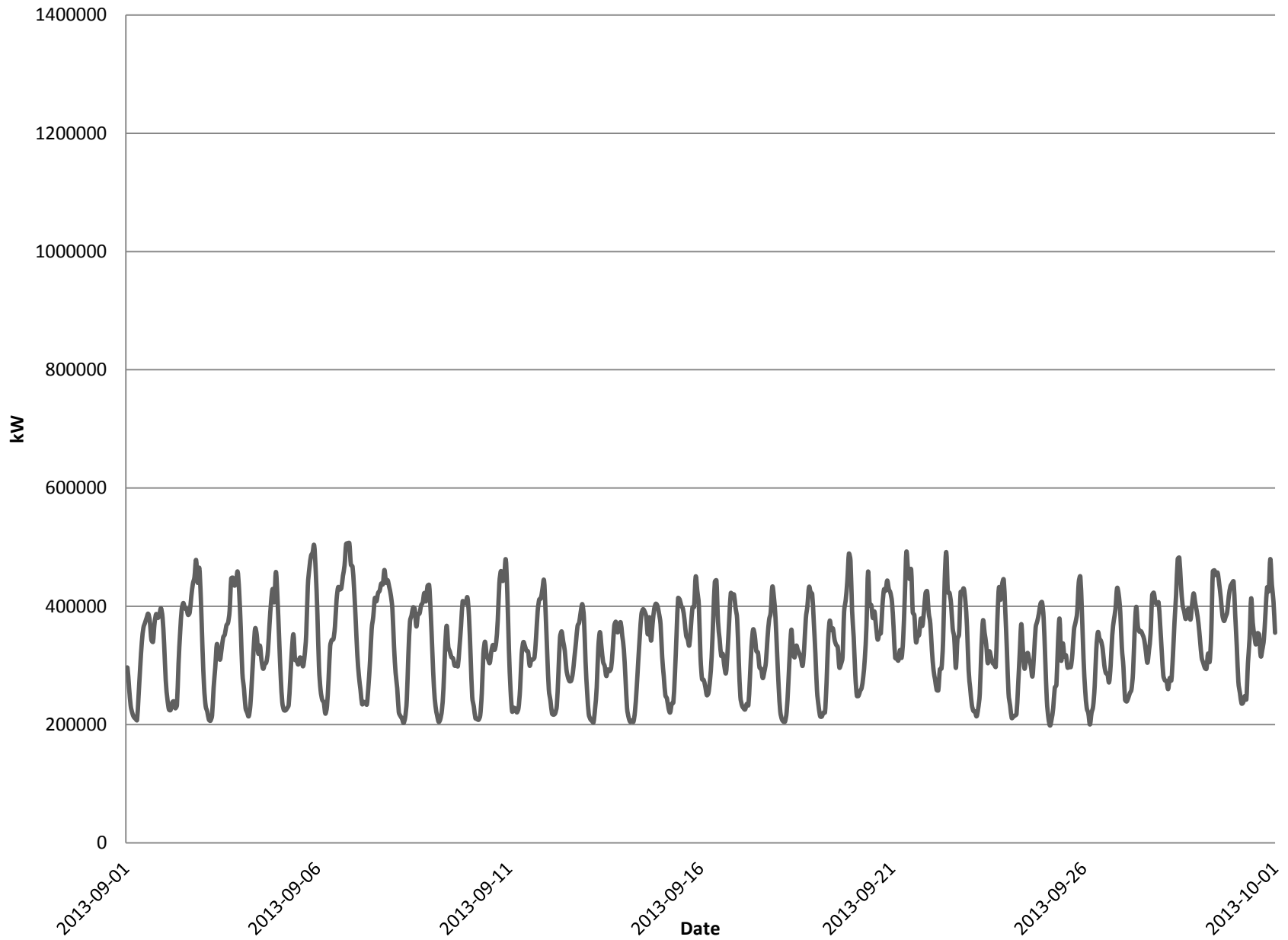
### July Residential Basic Load, Non-Winnipeg



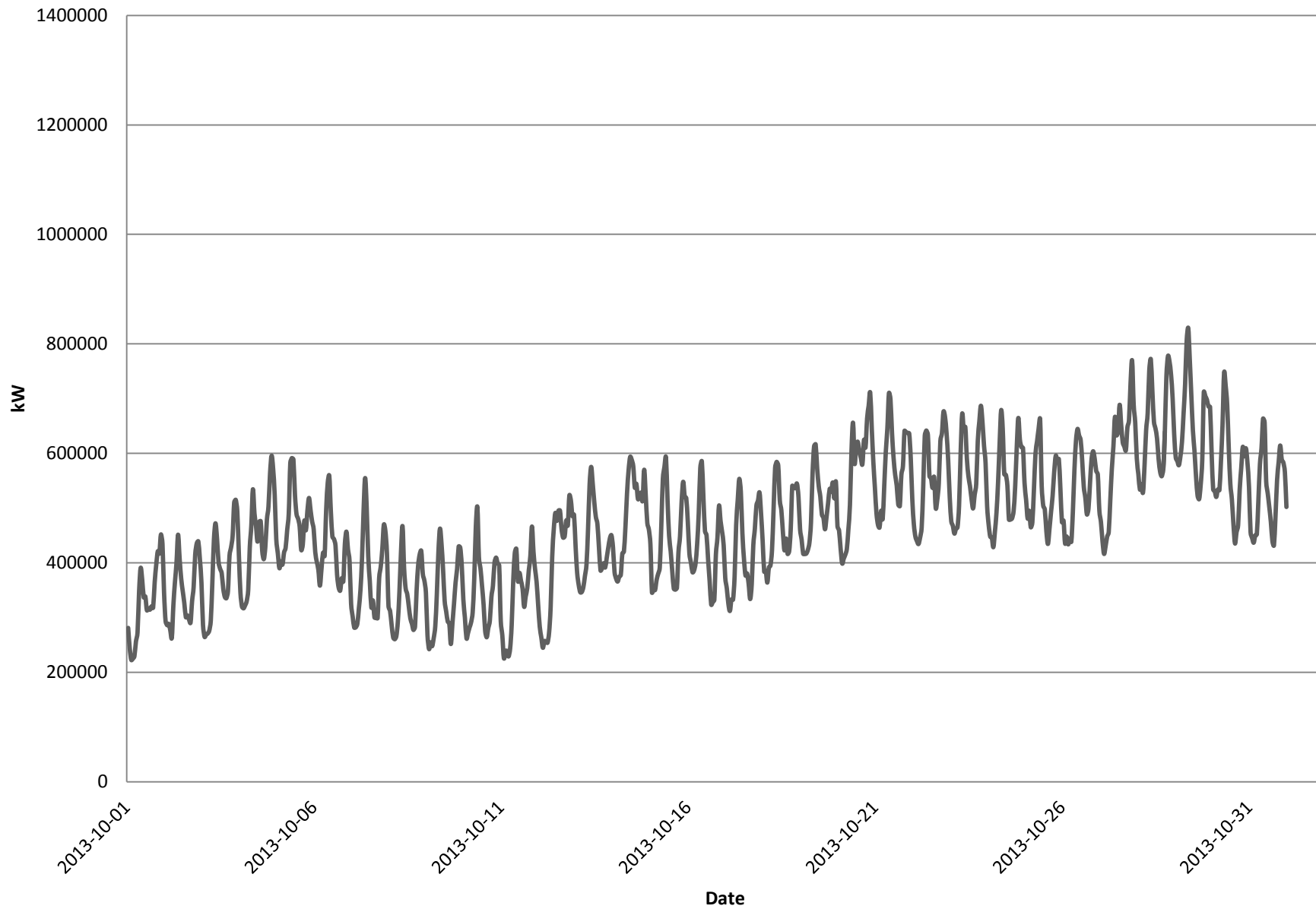
### August Residential Basic Load, Non-Winnipeg



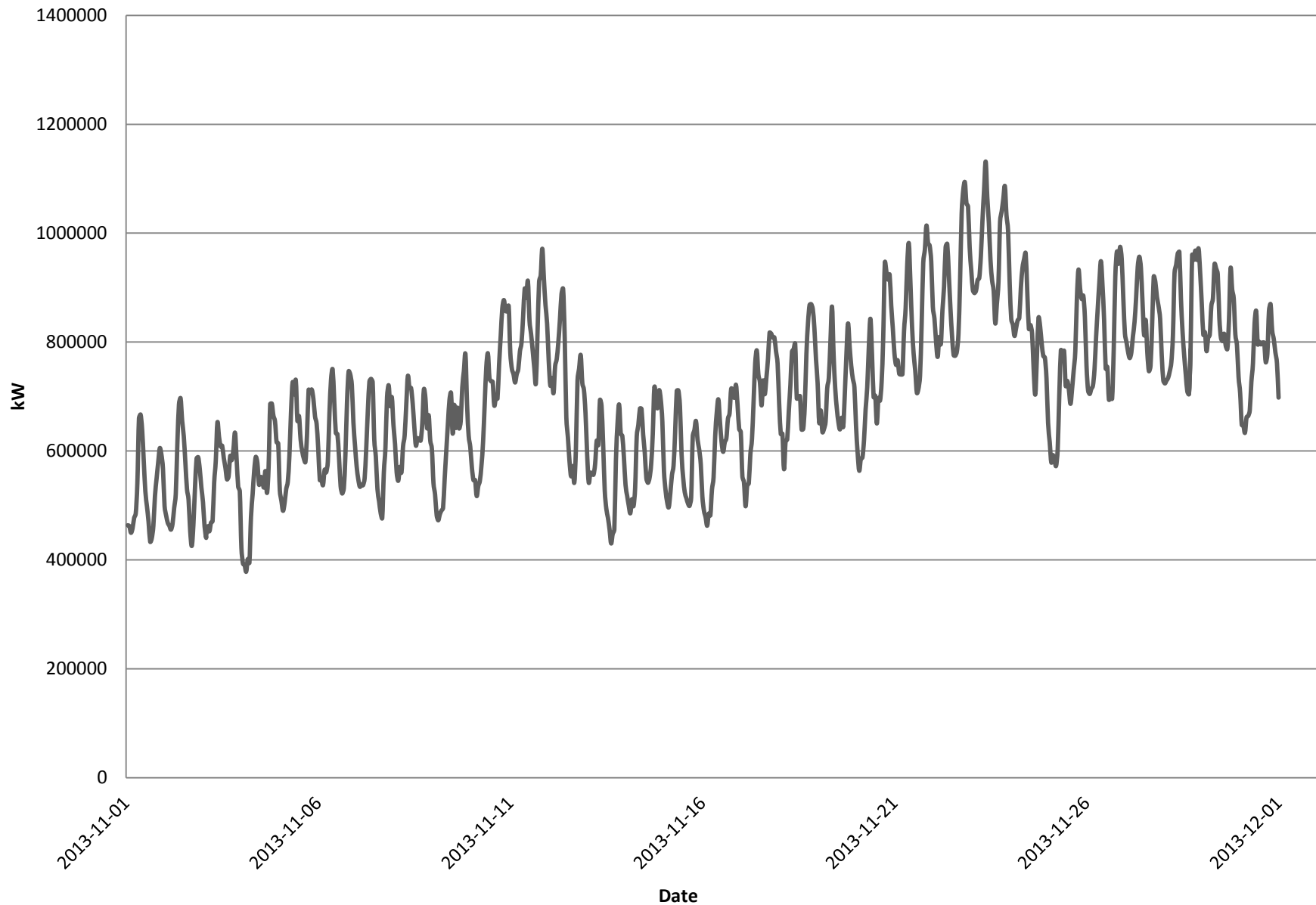
### September Residential Basic Load, Non-Winnipeg



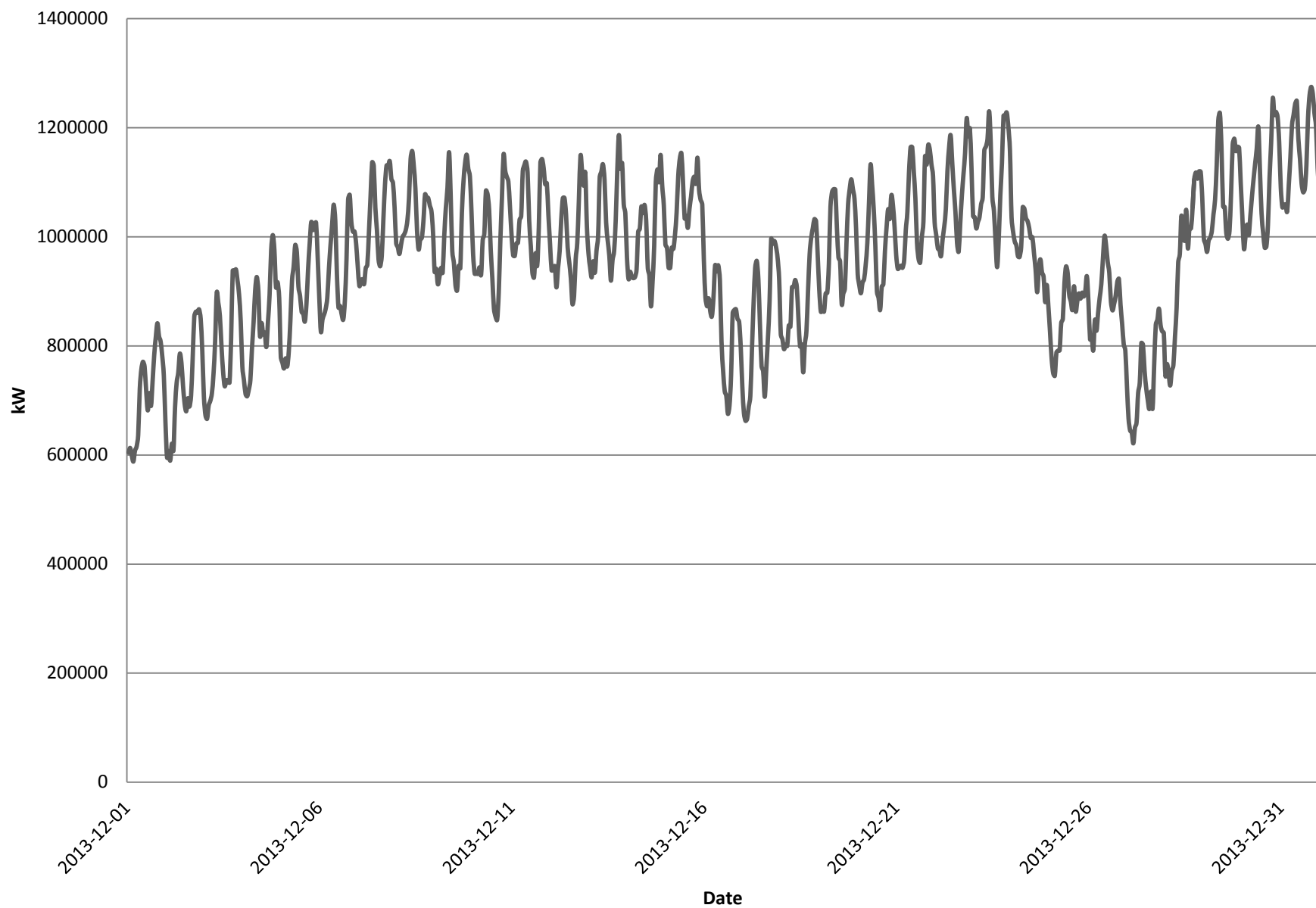
### October Residential Basic Load, Non-Winnipeg



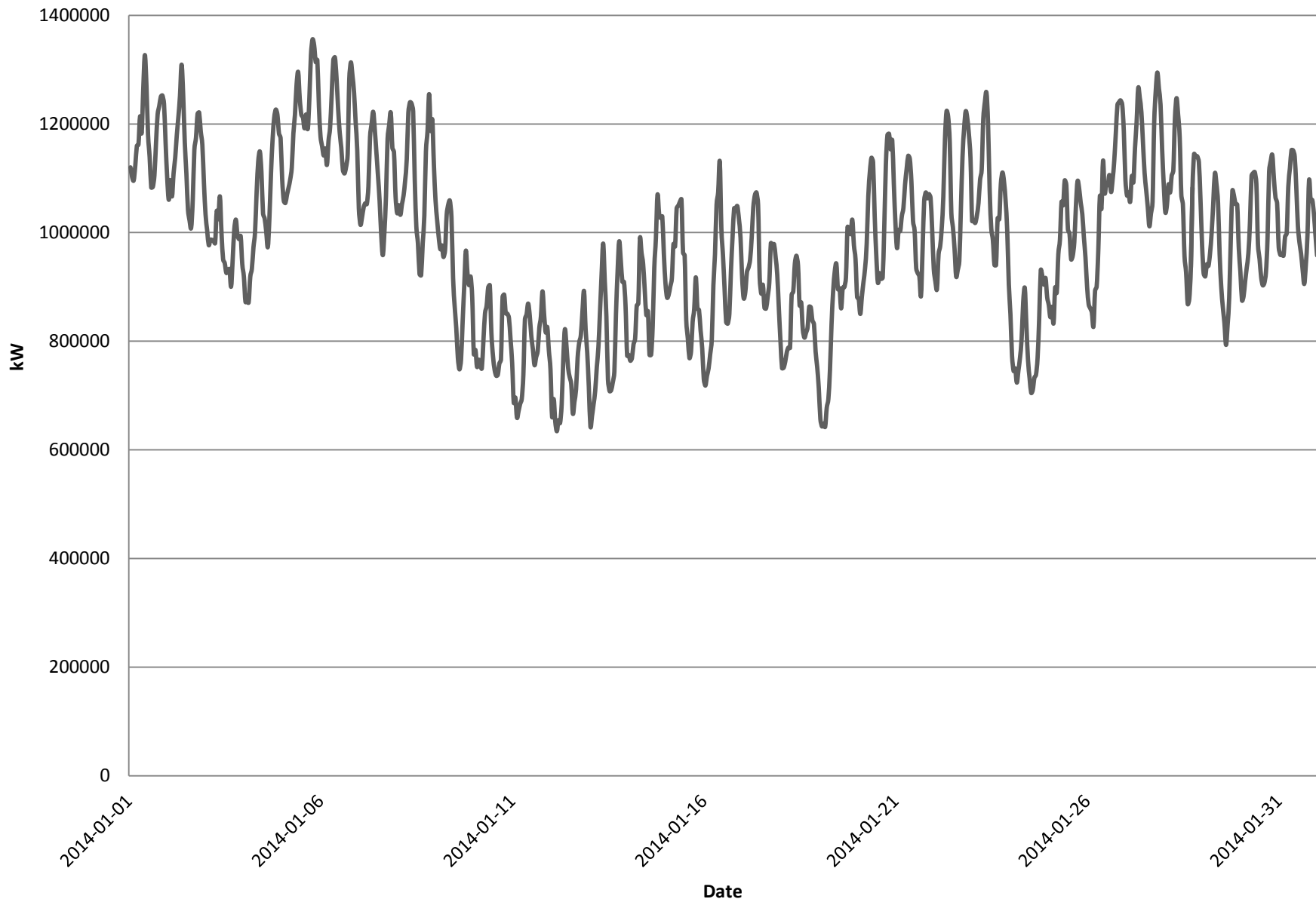
### November Residential Basic Load, Non-Winnipeg



### December Residential Basic Load, Non-Winnipeg

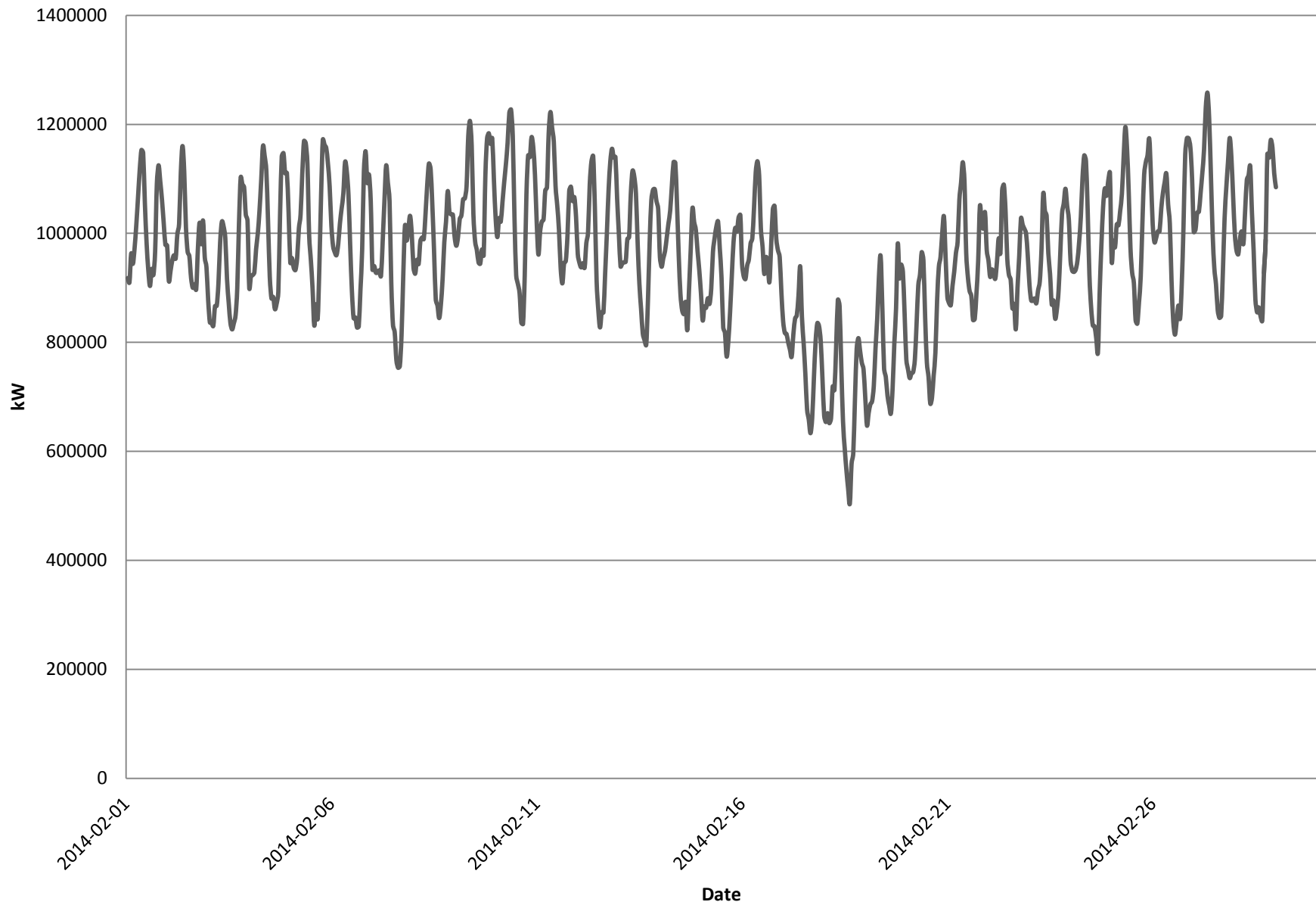


### January Residential Basic Load, Non-Winnipeg

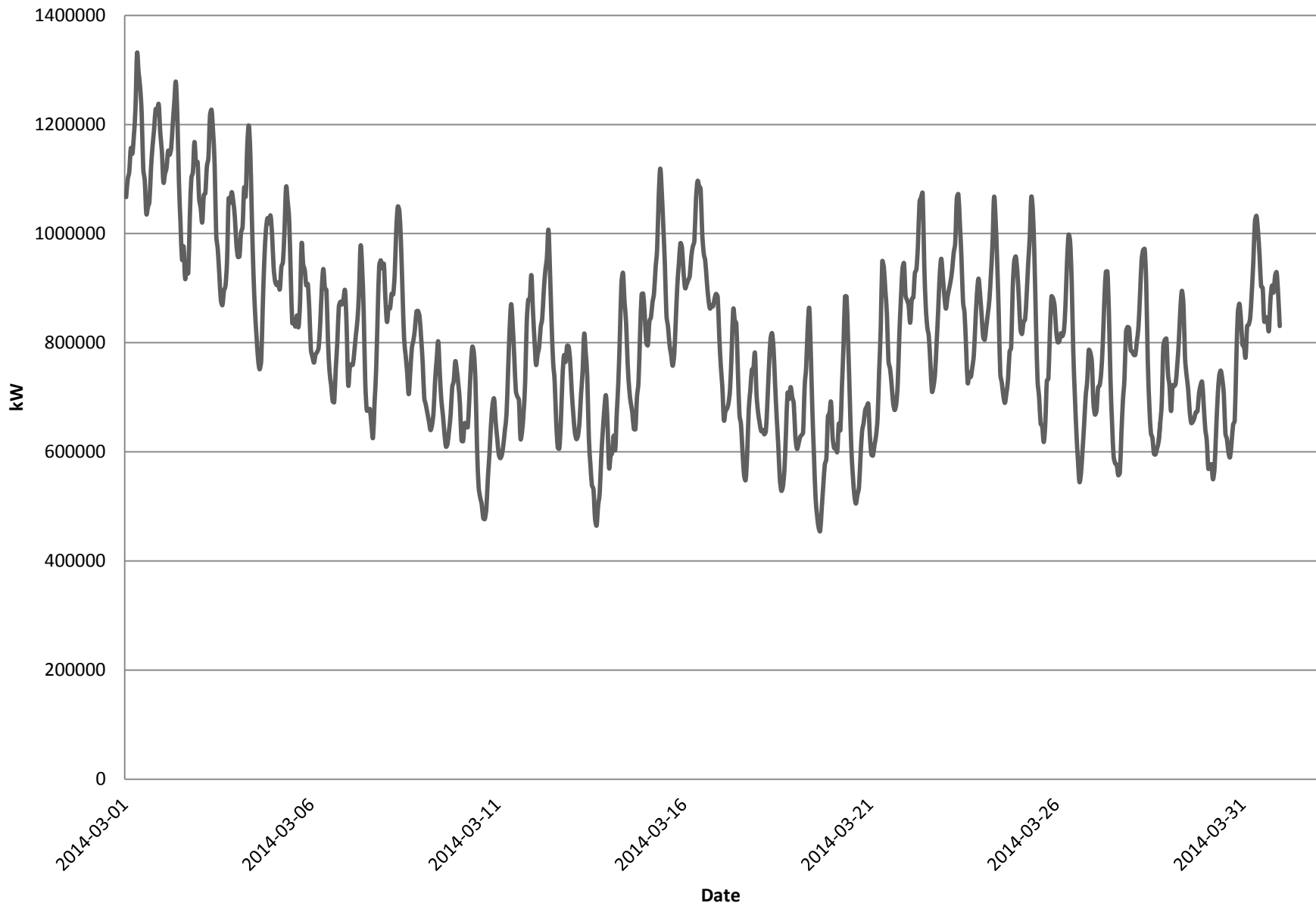




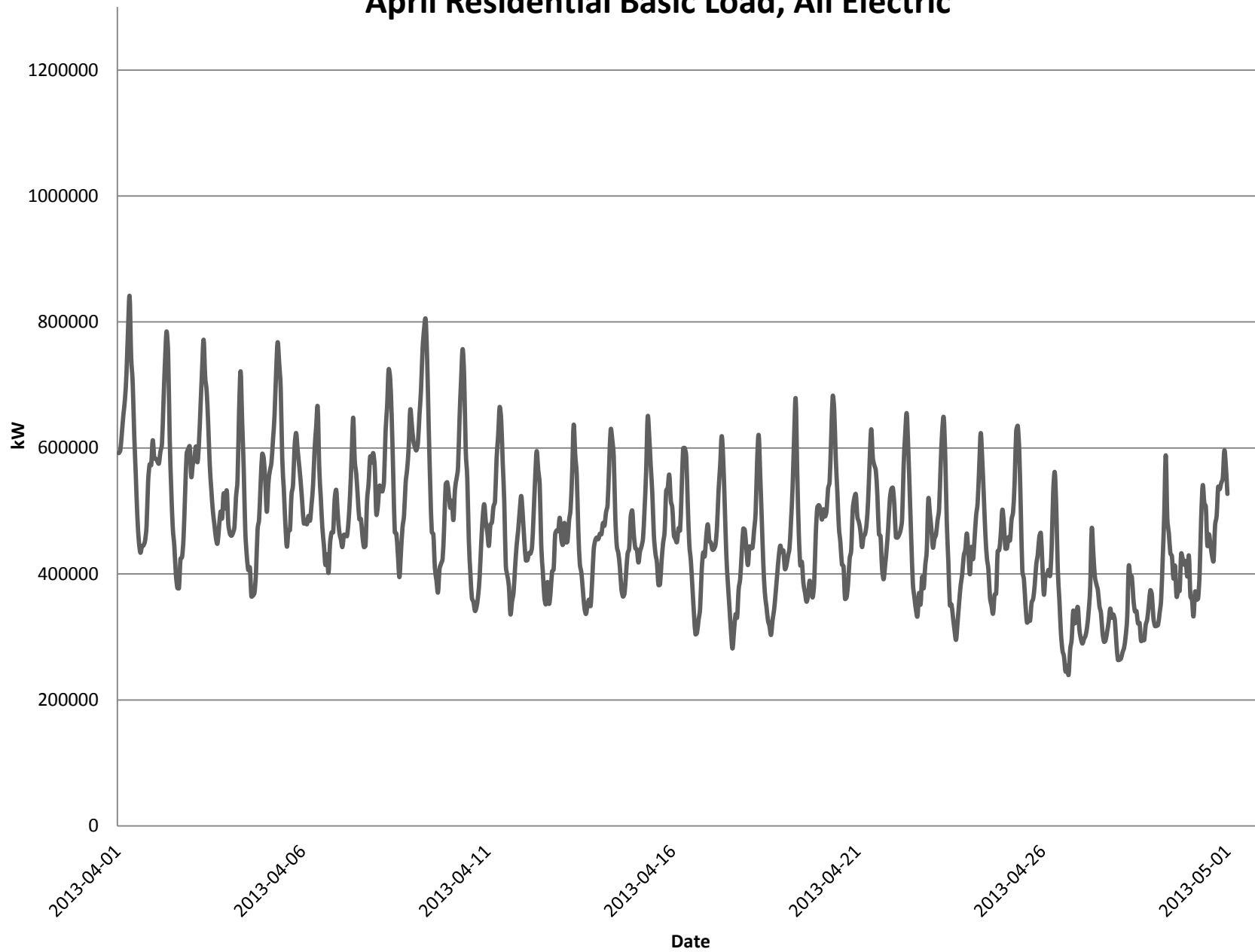
### February Residential Basic Load, Non-Winnipeg



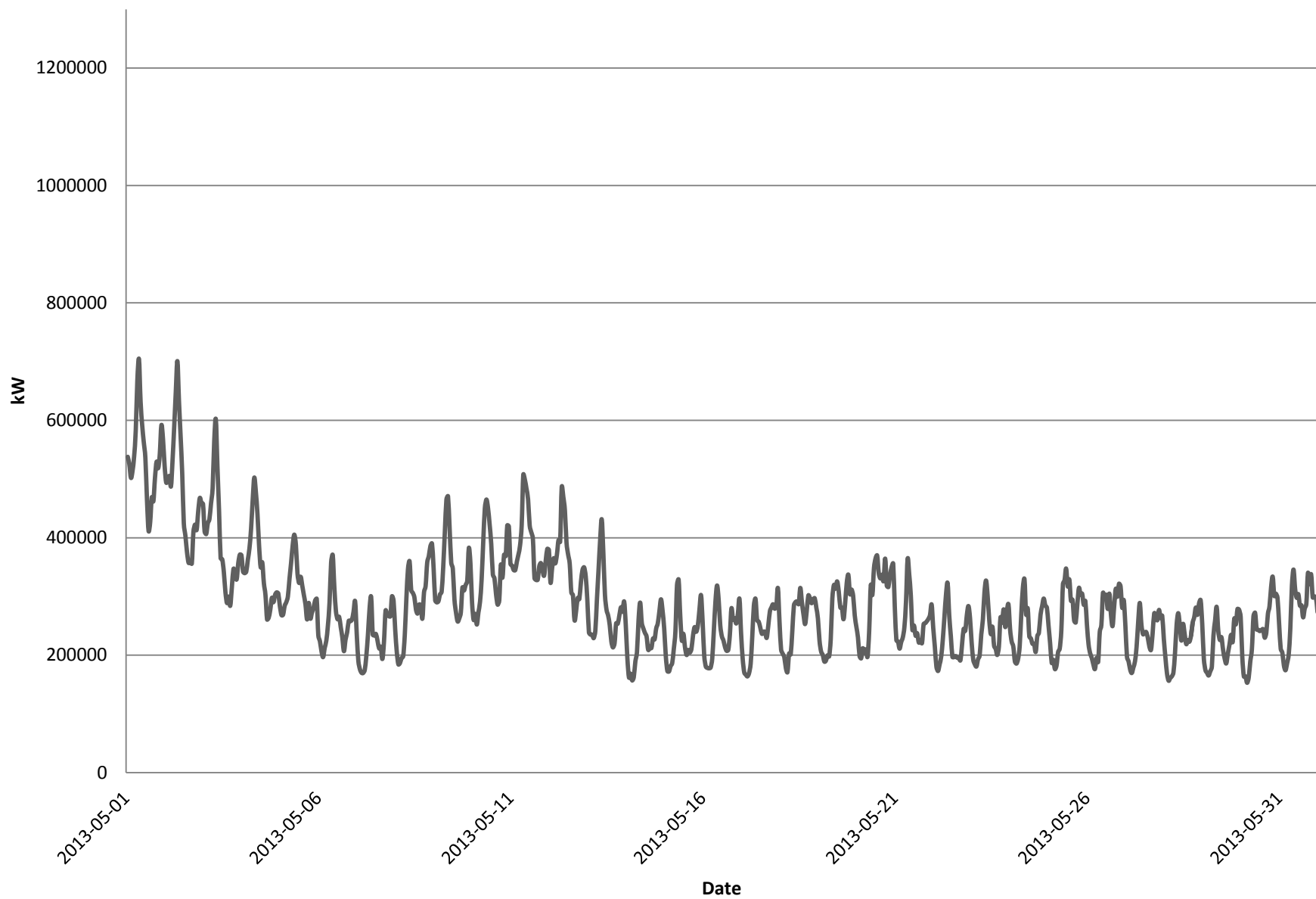
### March Residential Basic Load, Non-Winnipeg

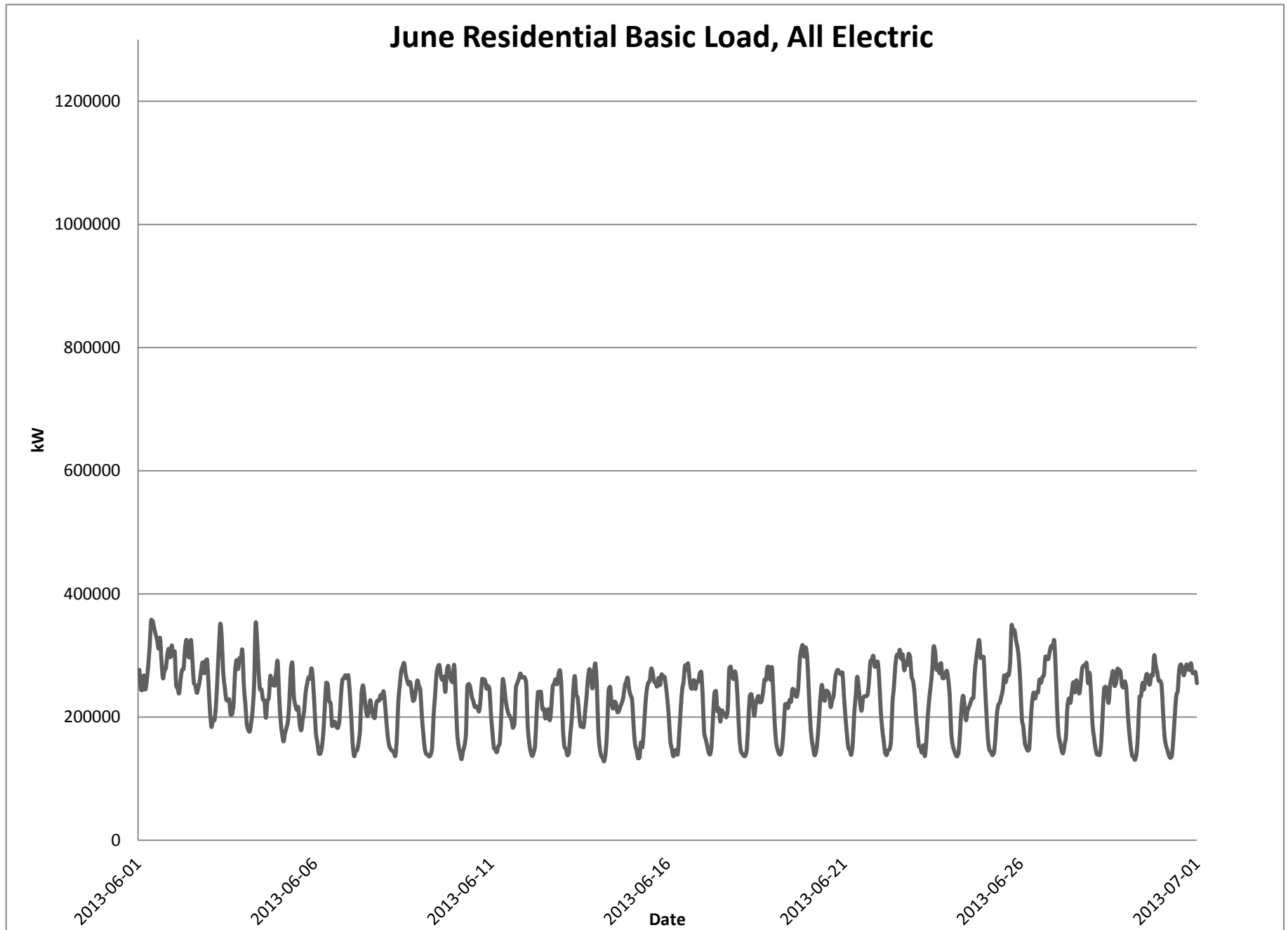


### April Residential Basic Load, All Electric

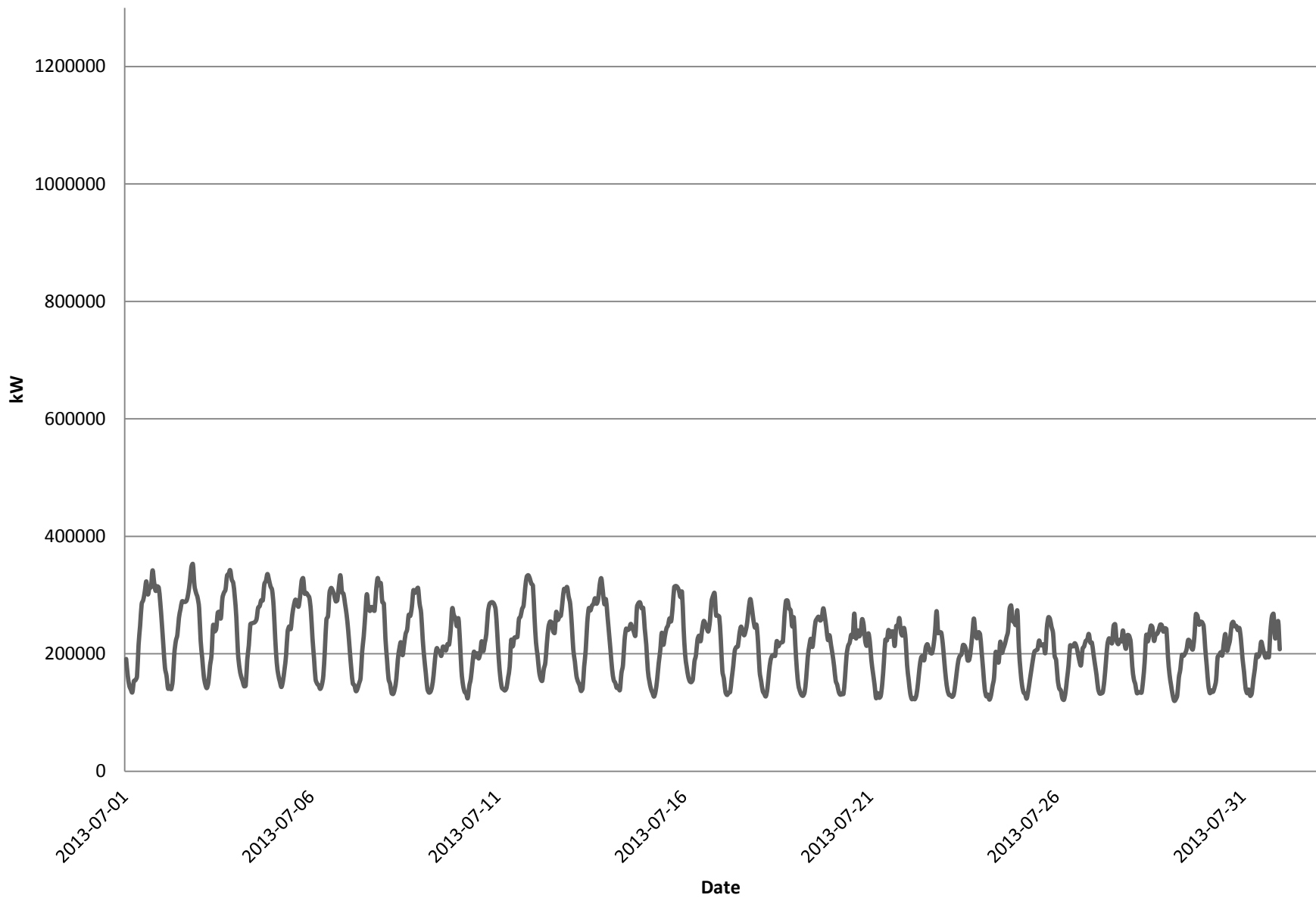


### May Residential Basic Load, All Electric

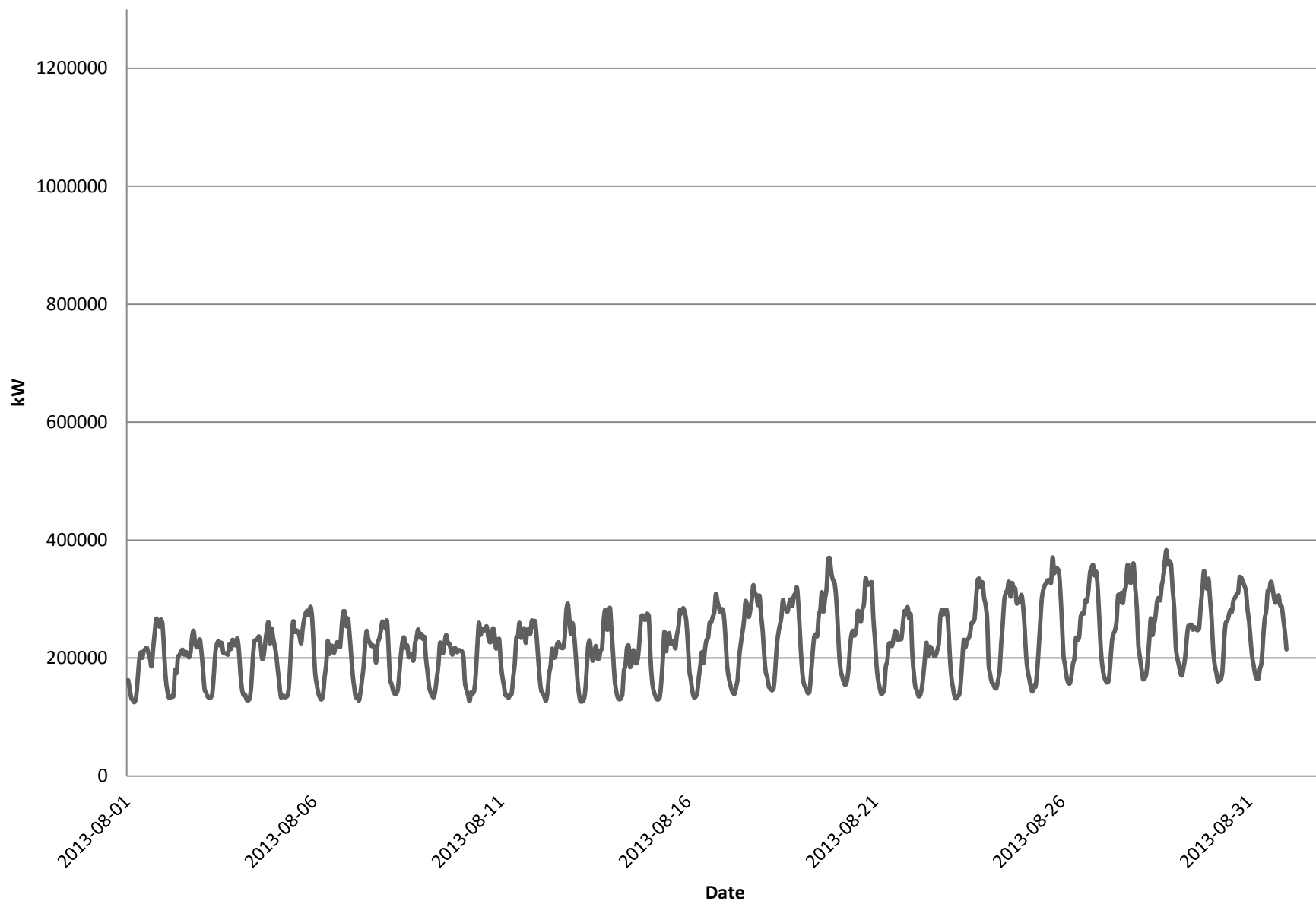




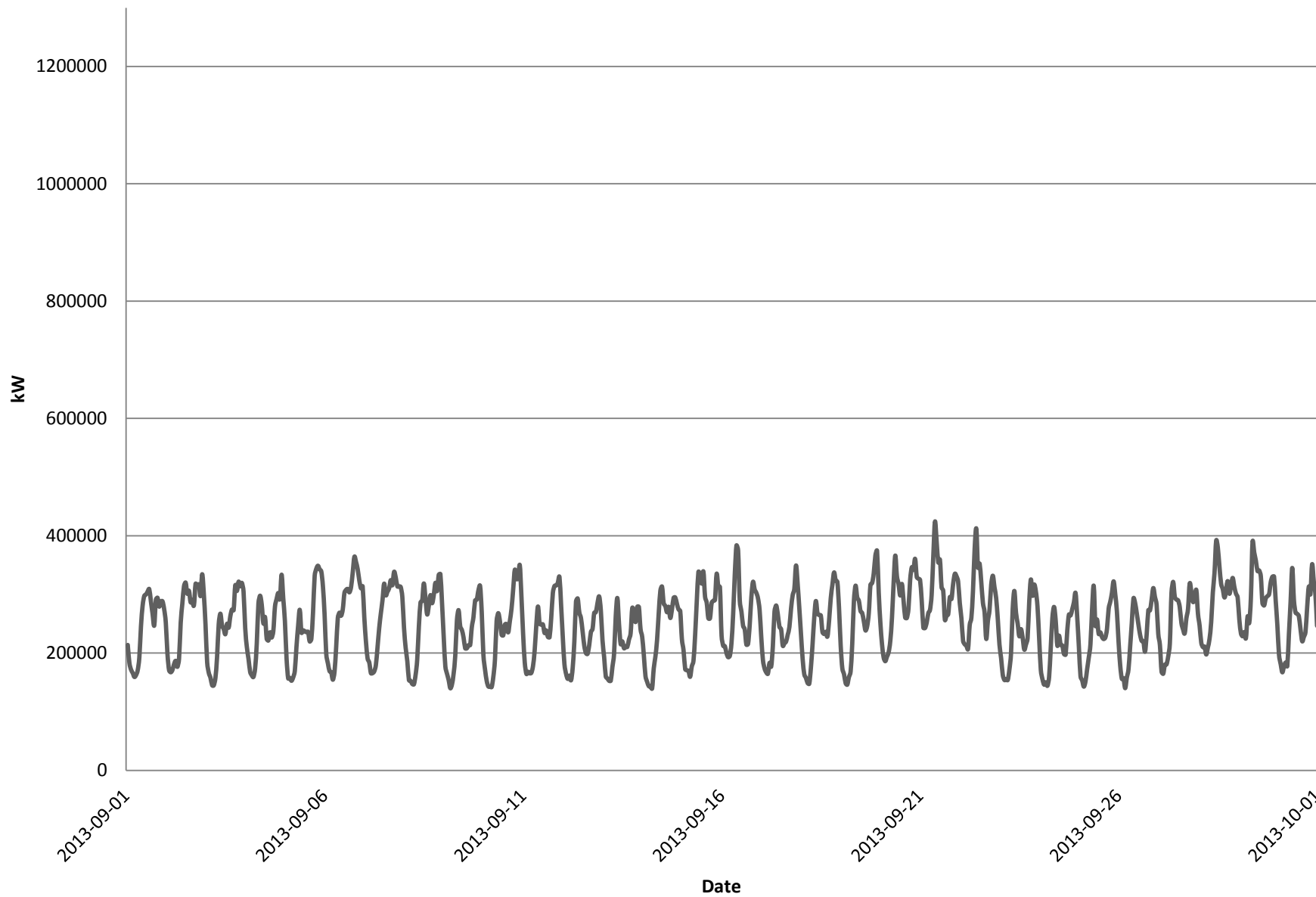
### July Residential Basic Load, All Electric



### August Residential Basic Load, All Electric

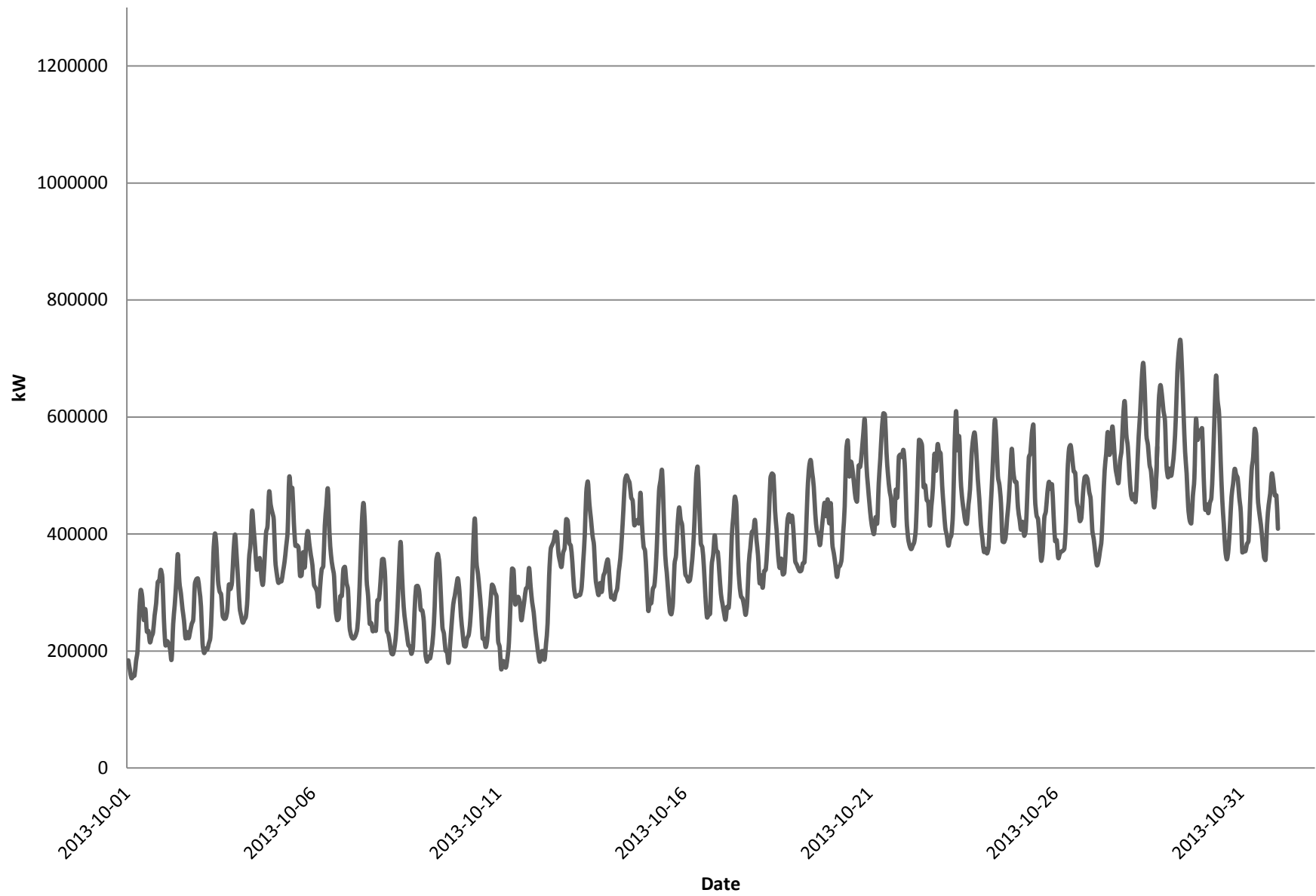


### September Residential Basic Load, All Electric

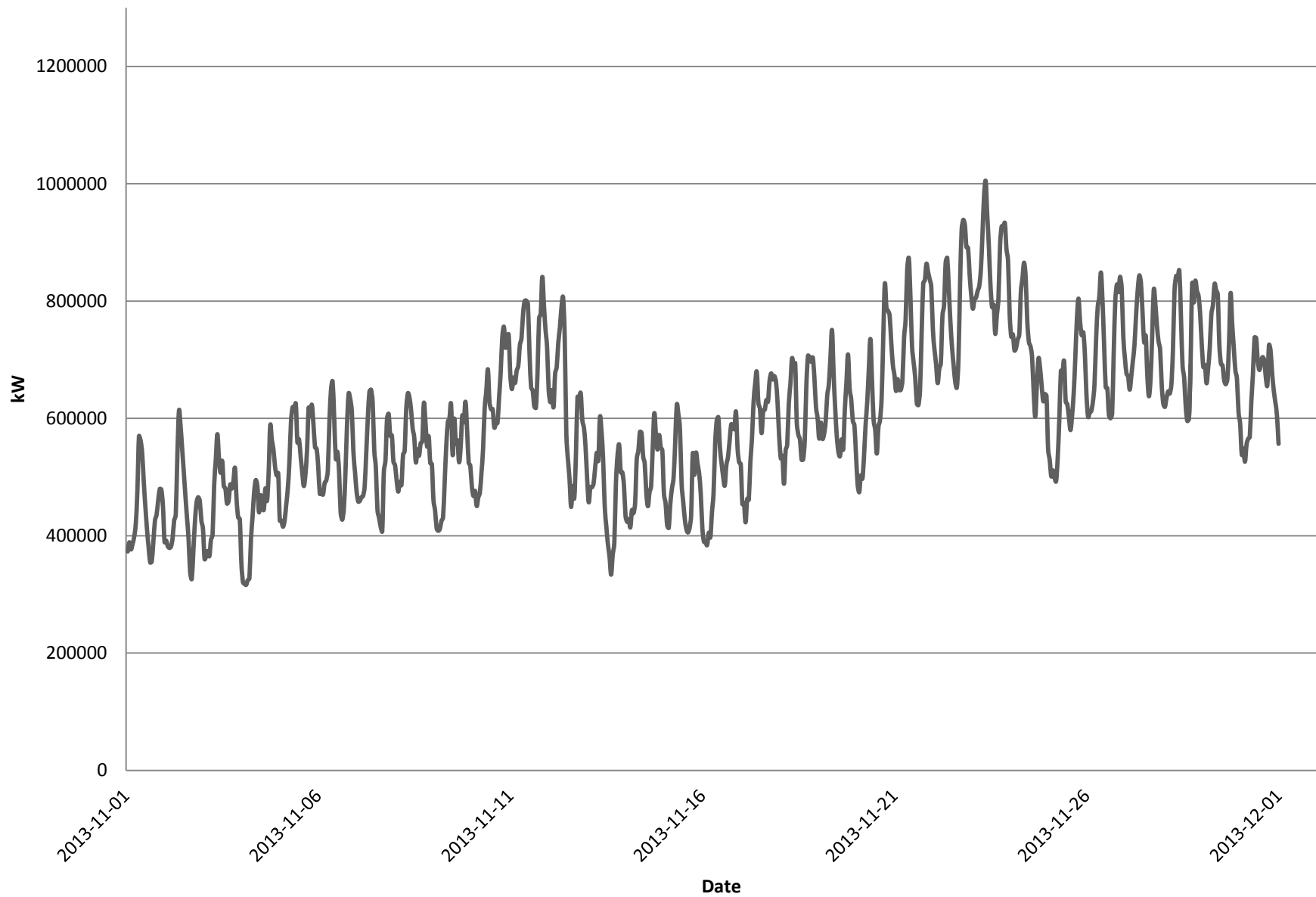




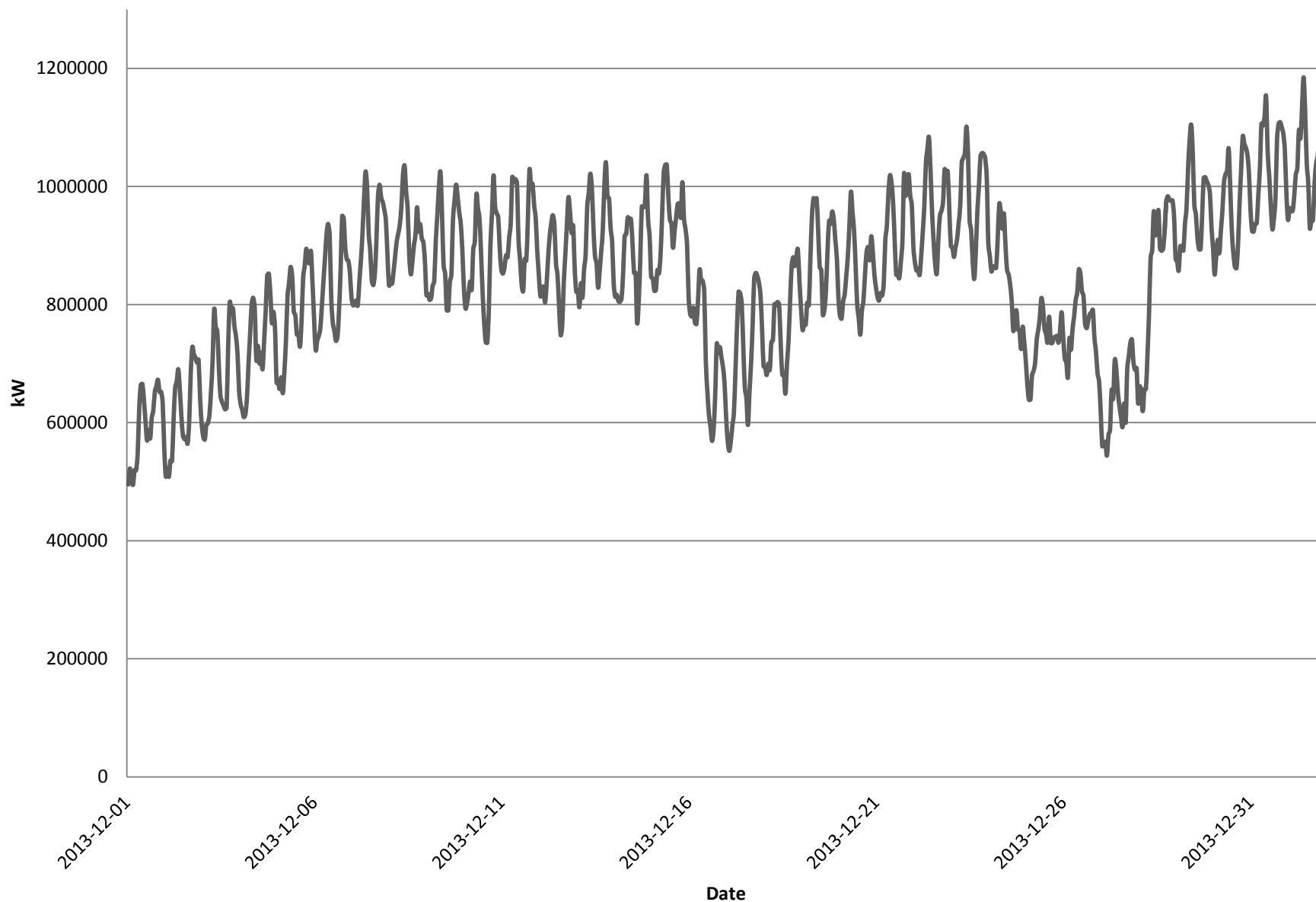
### October Residential Basic Load, All Electric



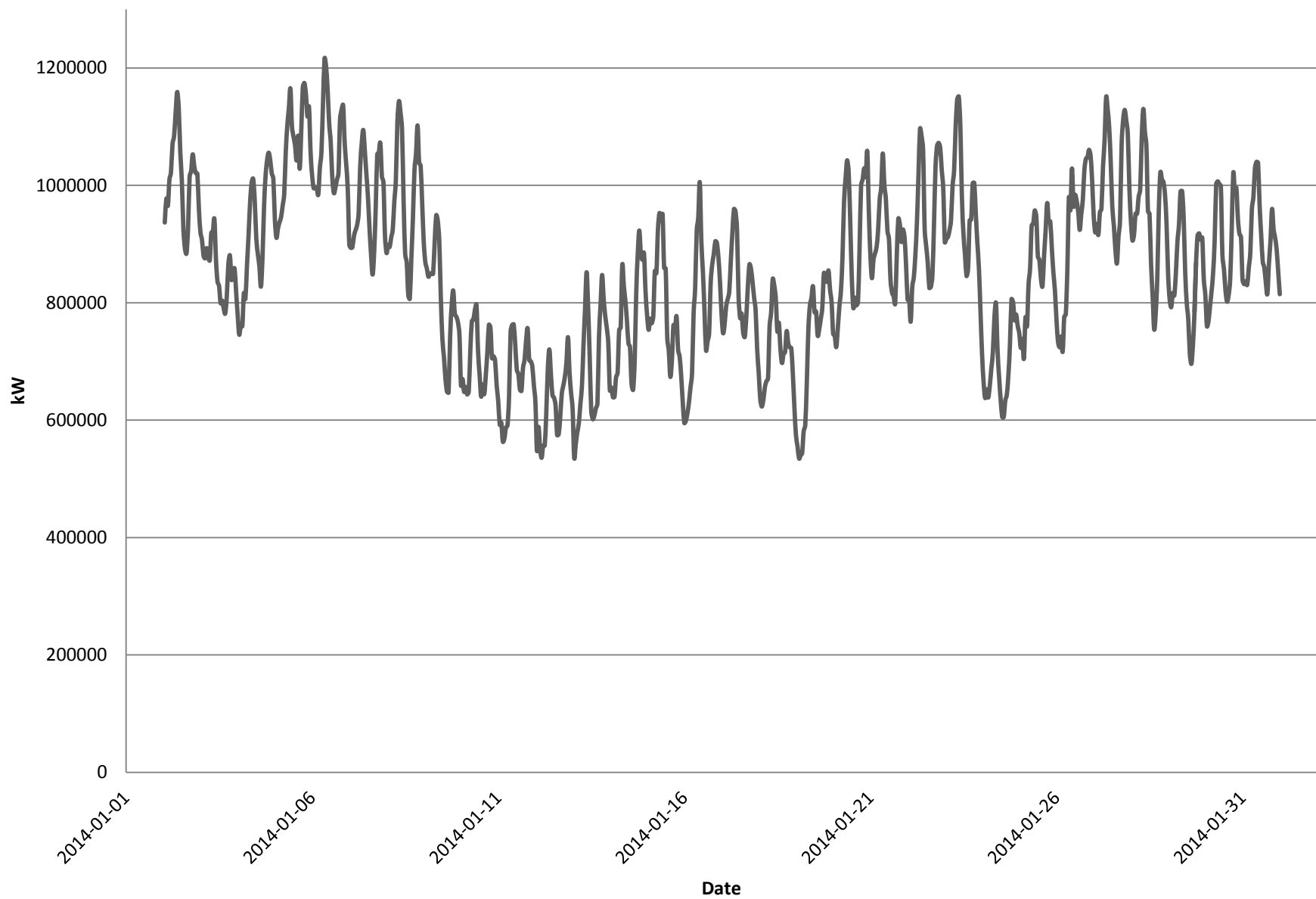
### November Residential Basic Load, All Electric



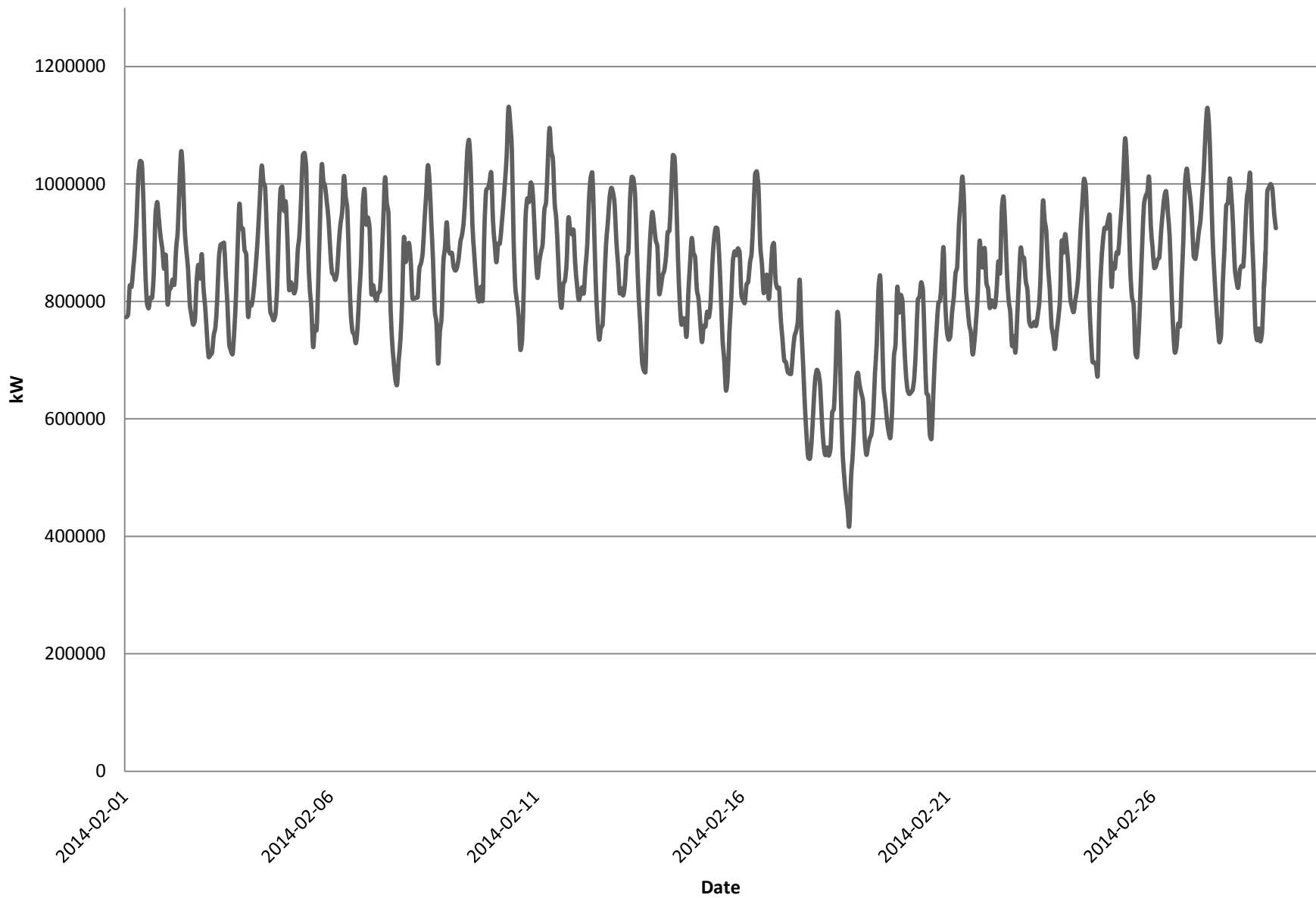
### December Residential Basic Load, All Electric



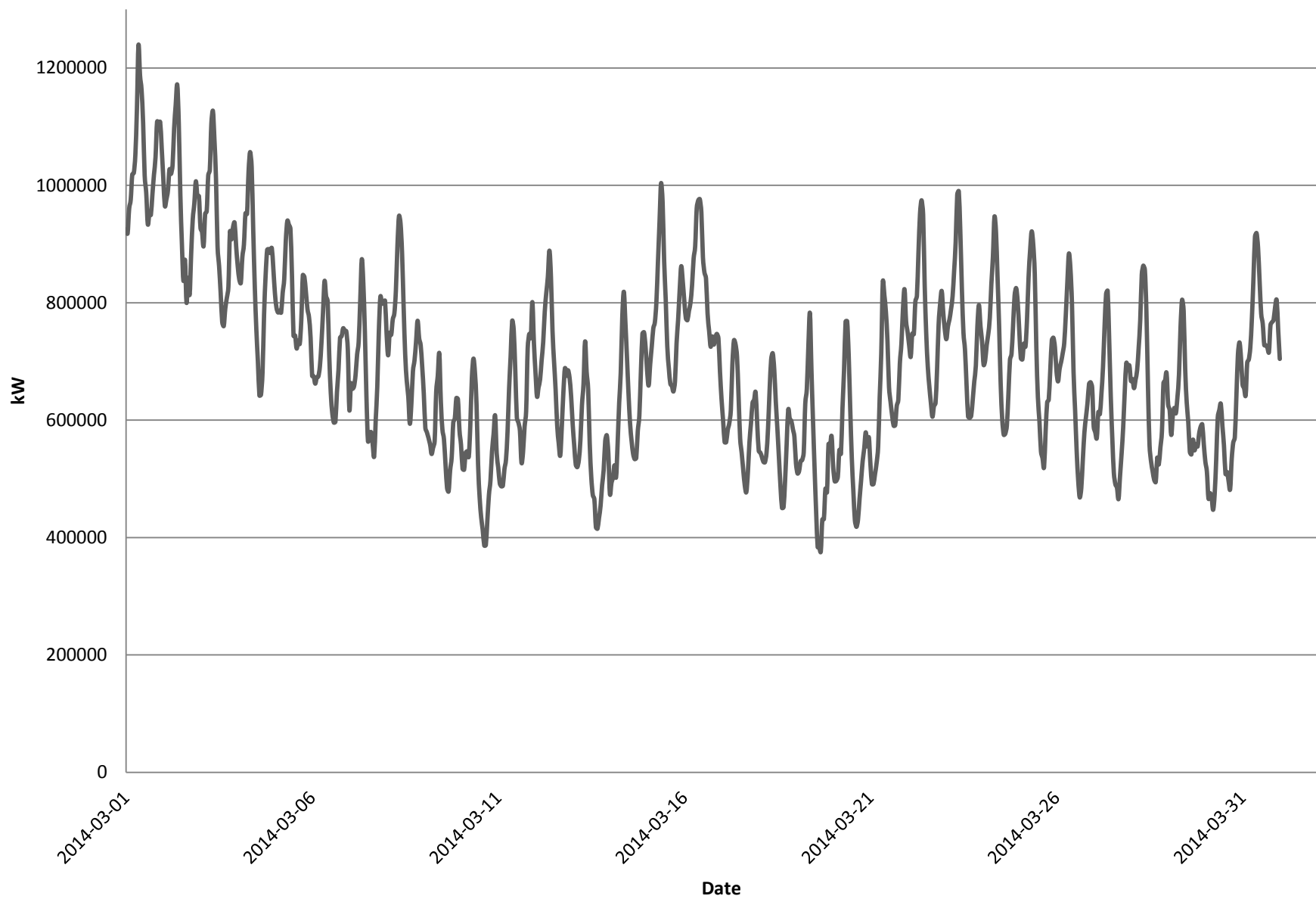
### January Residential Basic Load, All Electric



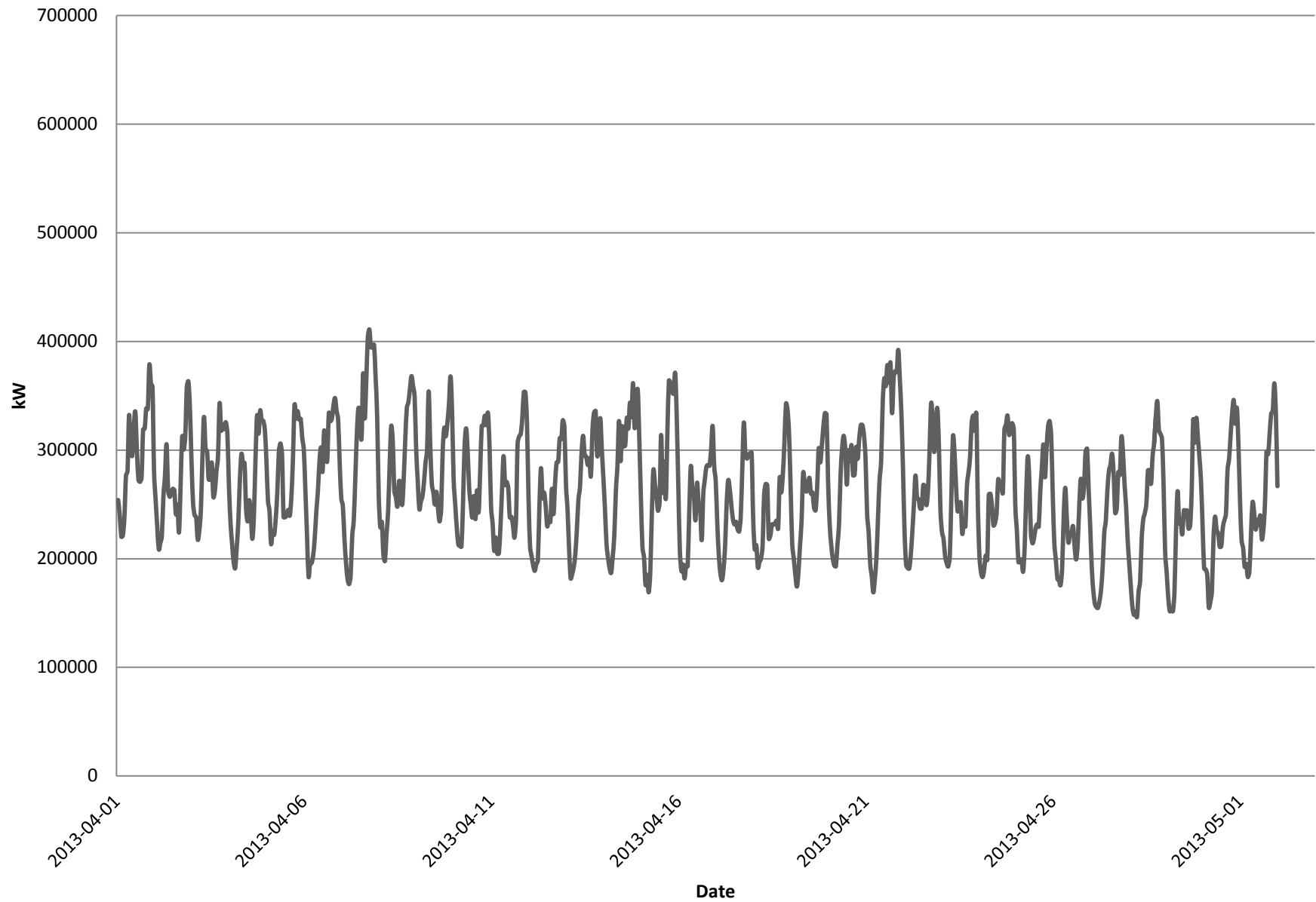
### February Residential Basic Load, All Electric



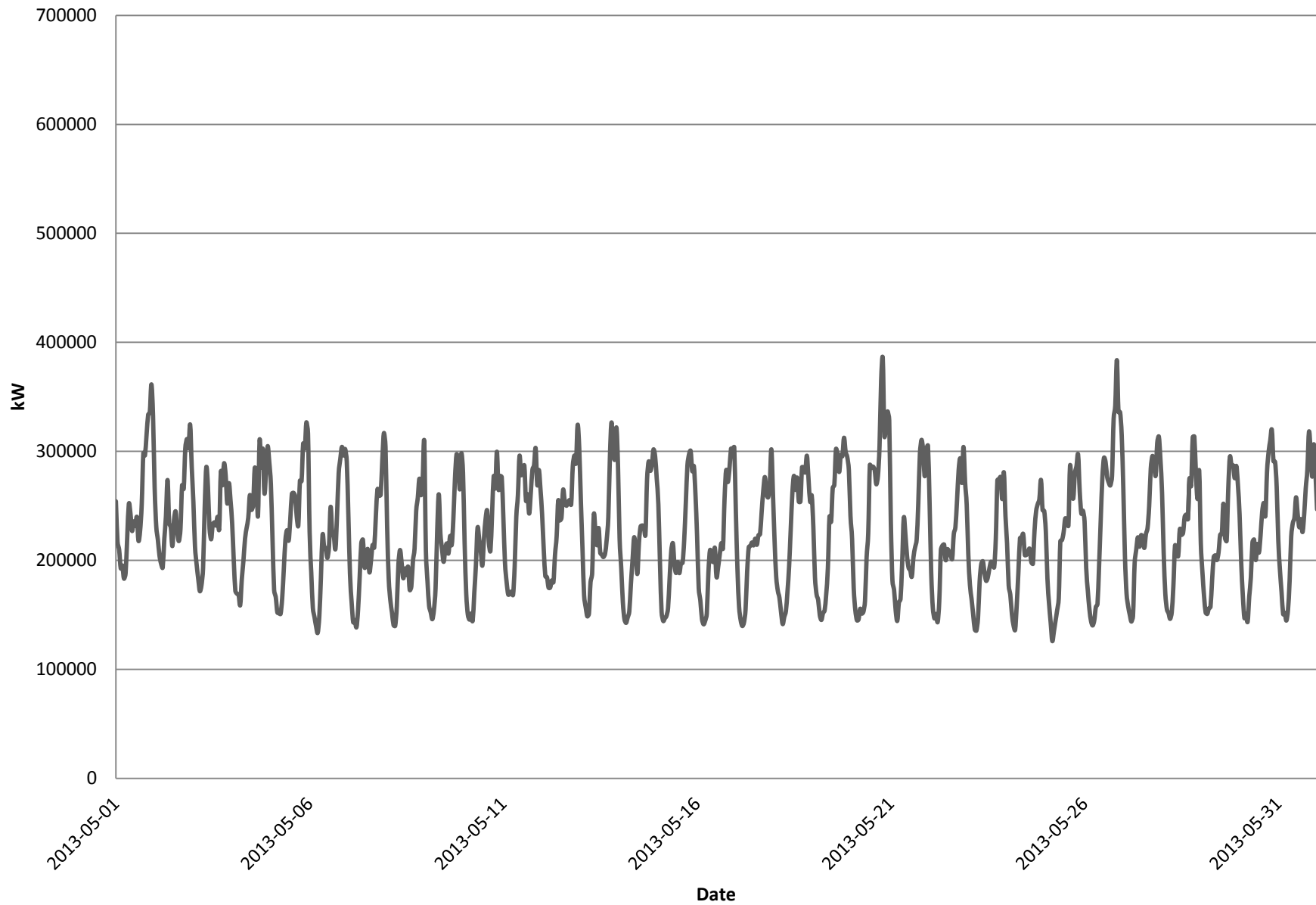
### March Residential Basic Load, All Electric



### April Residential Basic Load, Winnipeg

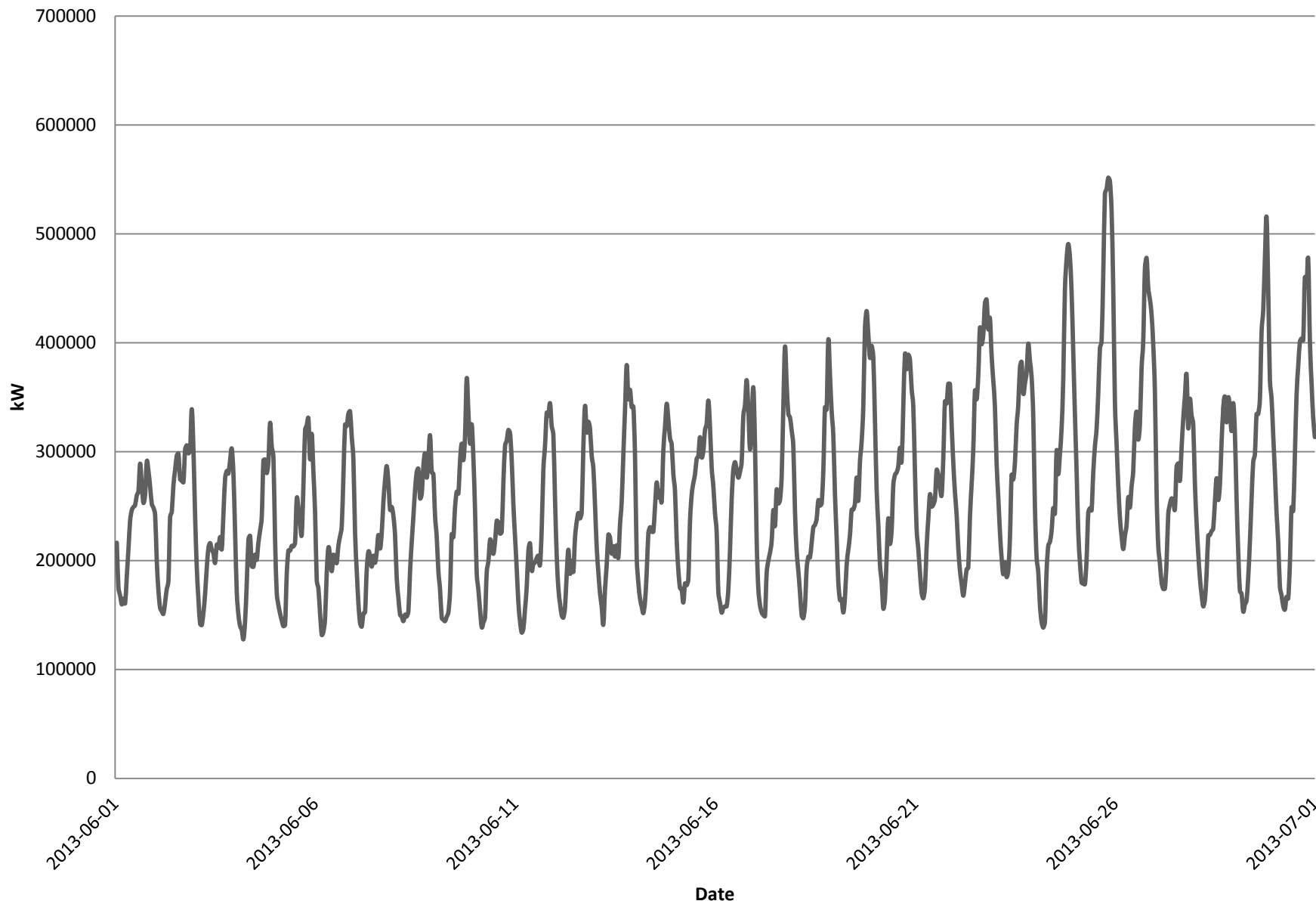


### May Residential Basic Load, Winnipeg

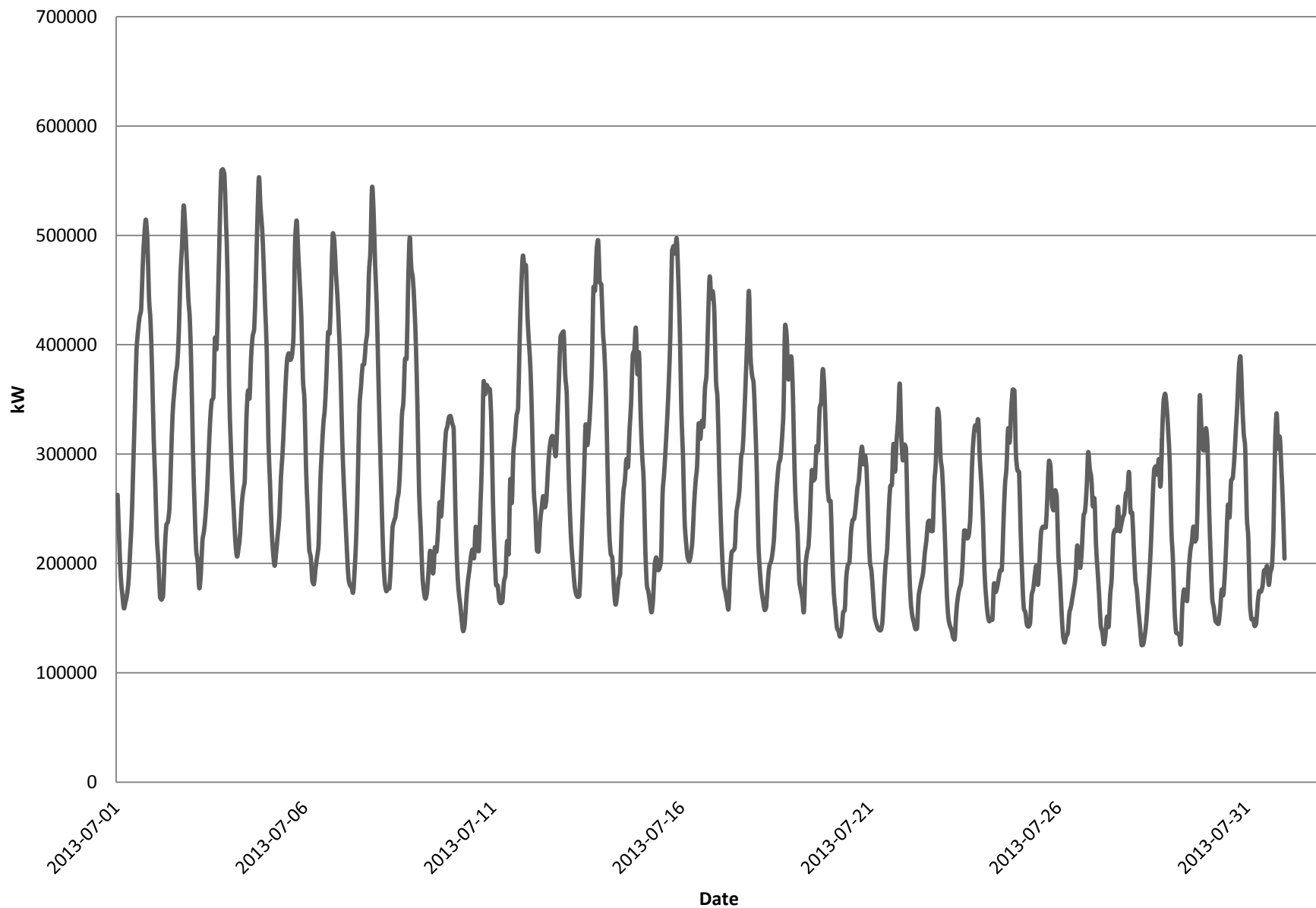




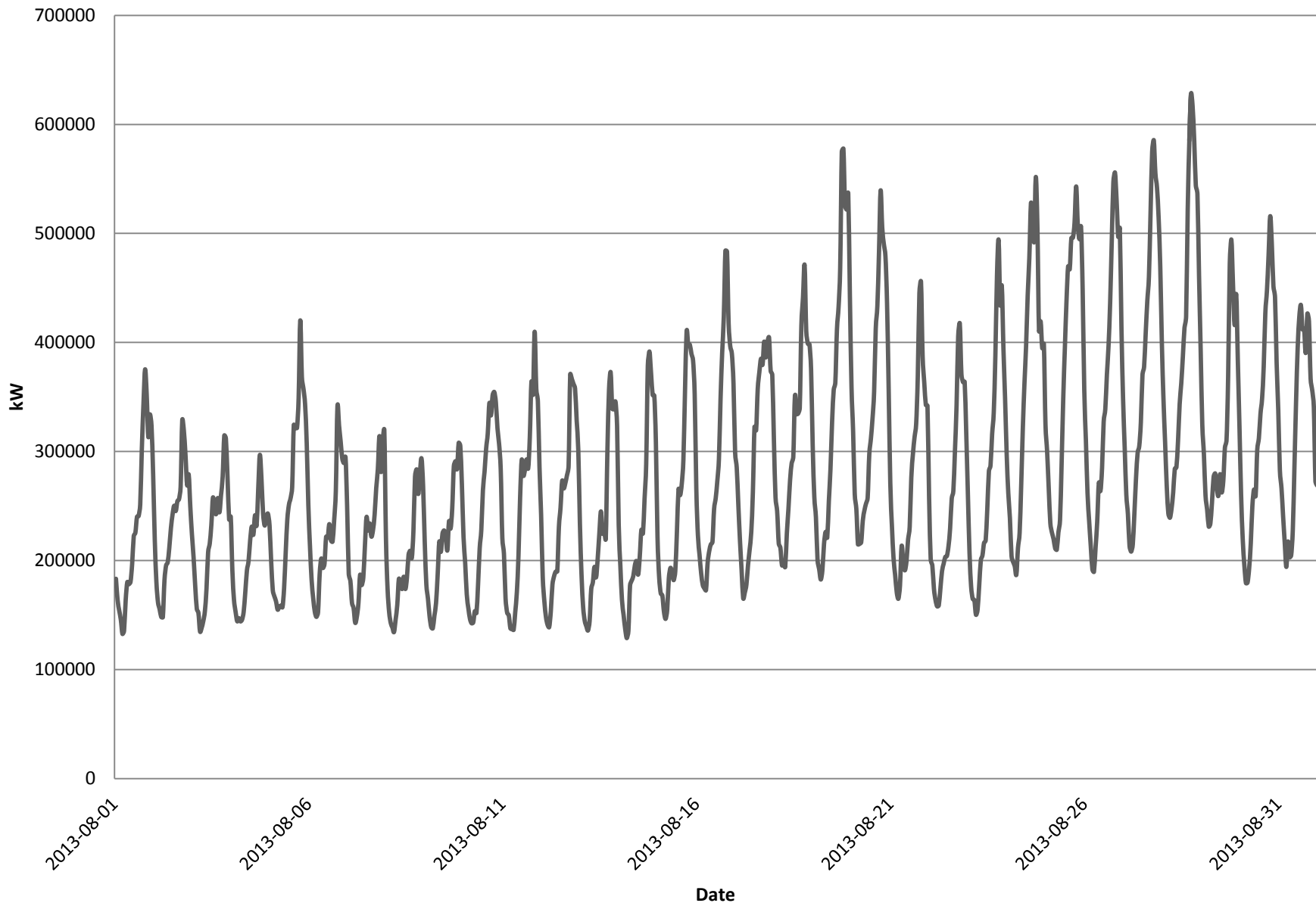
### June Residential Basic Load, Winnipeg



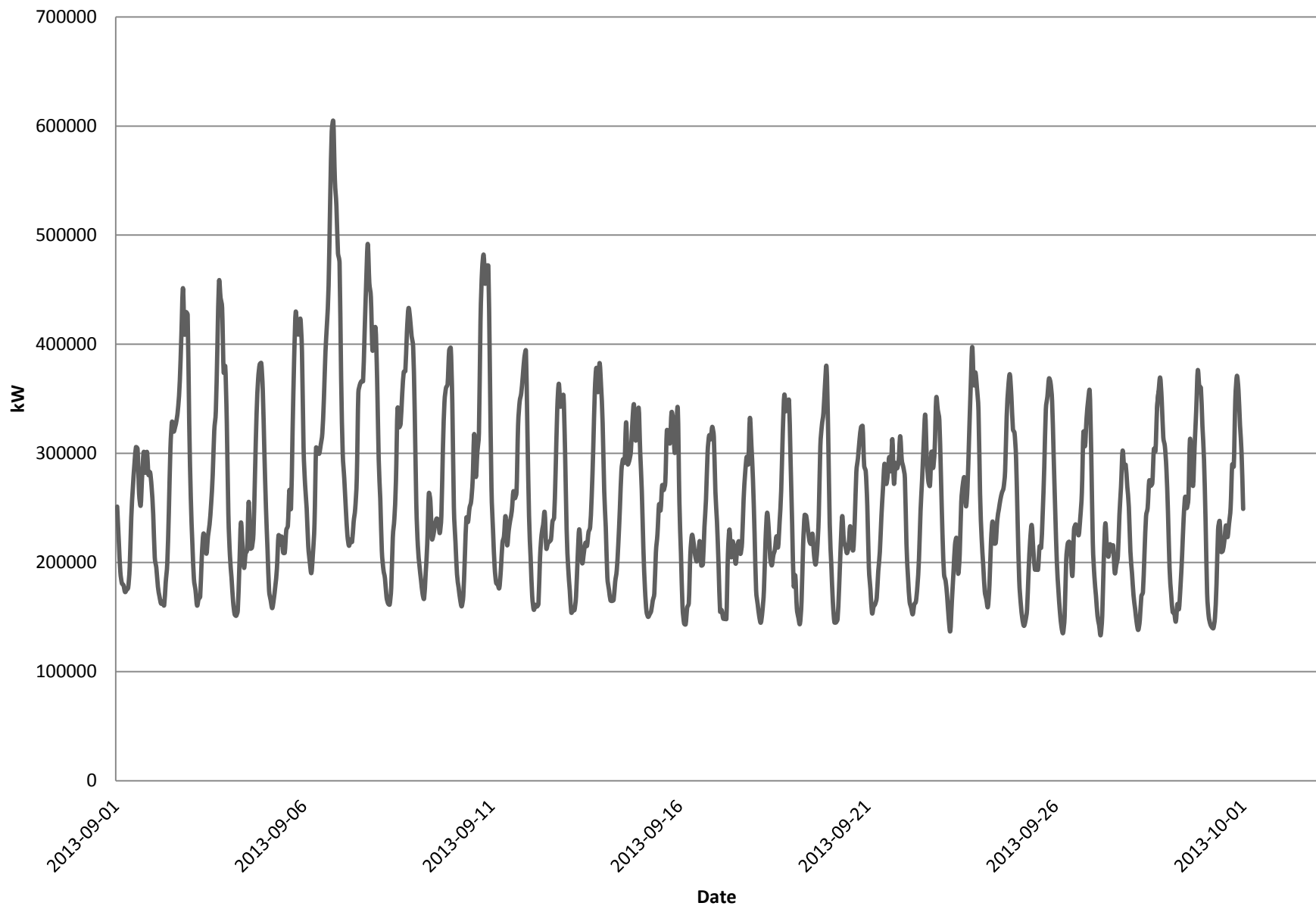
### July Residential Basic Load, Winnipeg



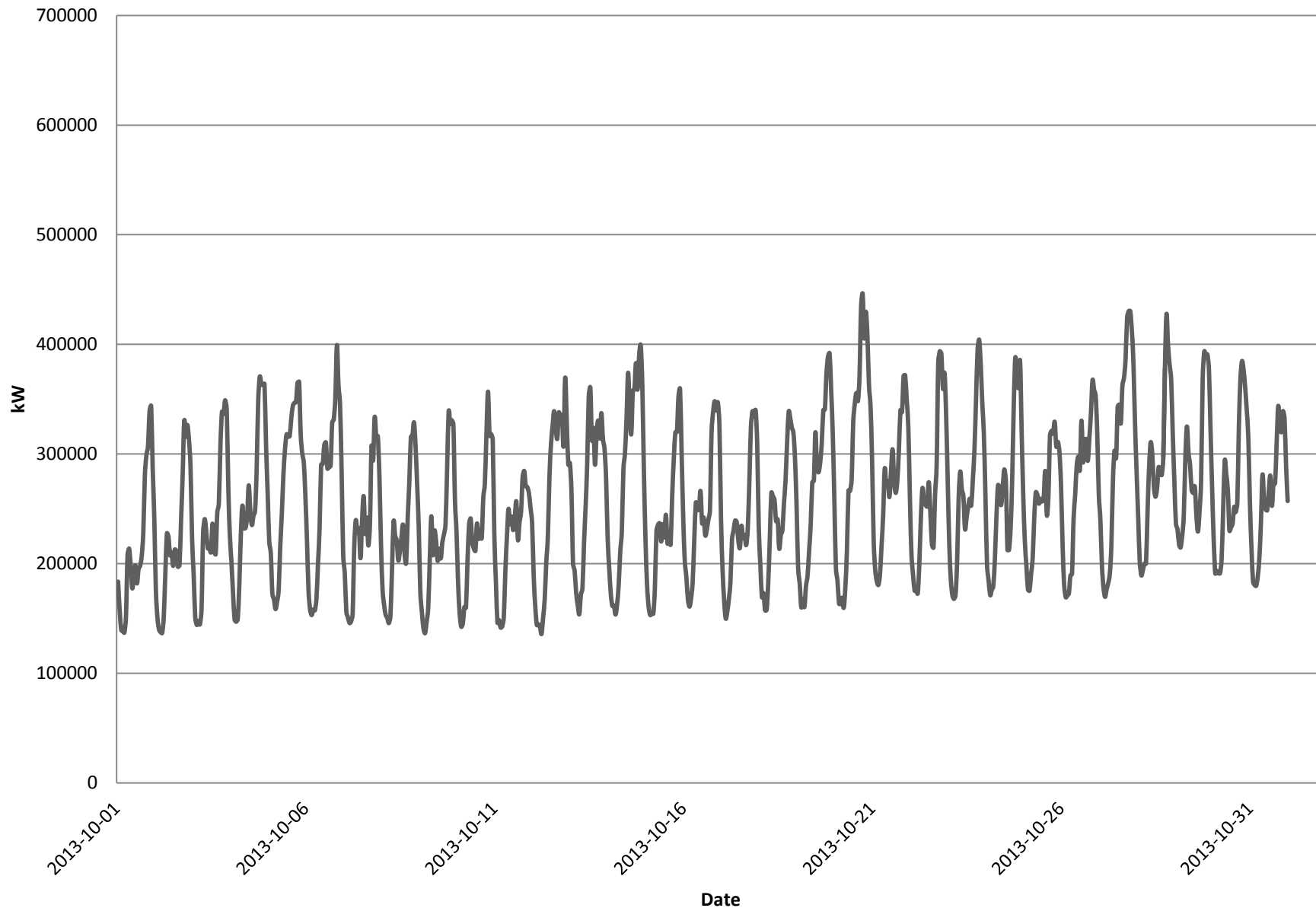
### August Residential Basic Load, Winnipeg



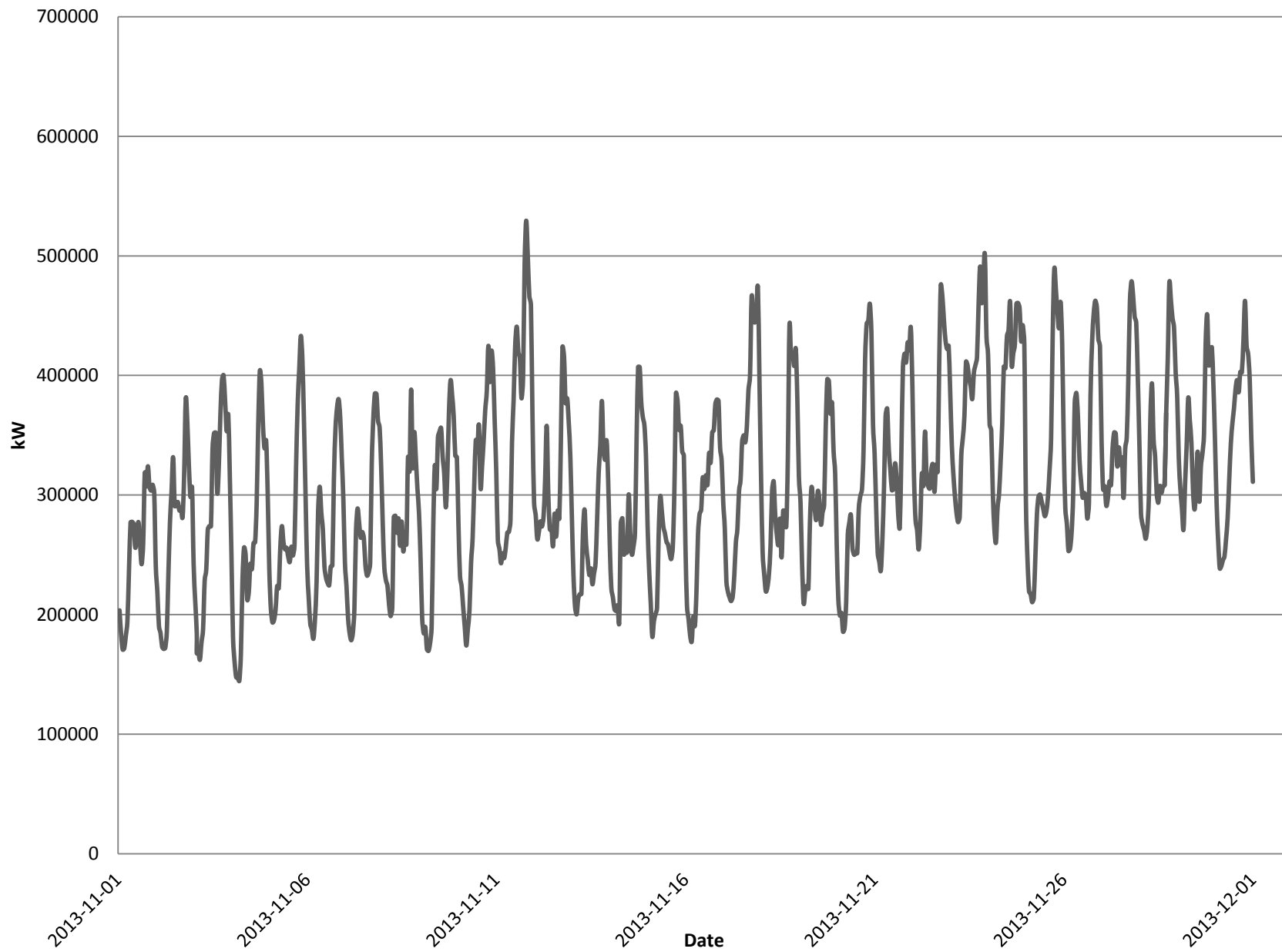
### September Residential Basic Load, Winnipeg



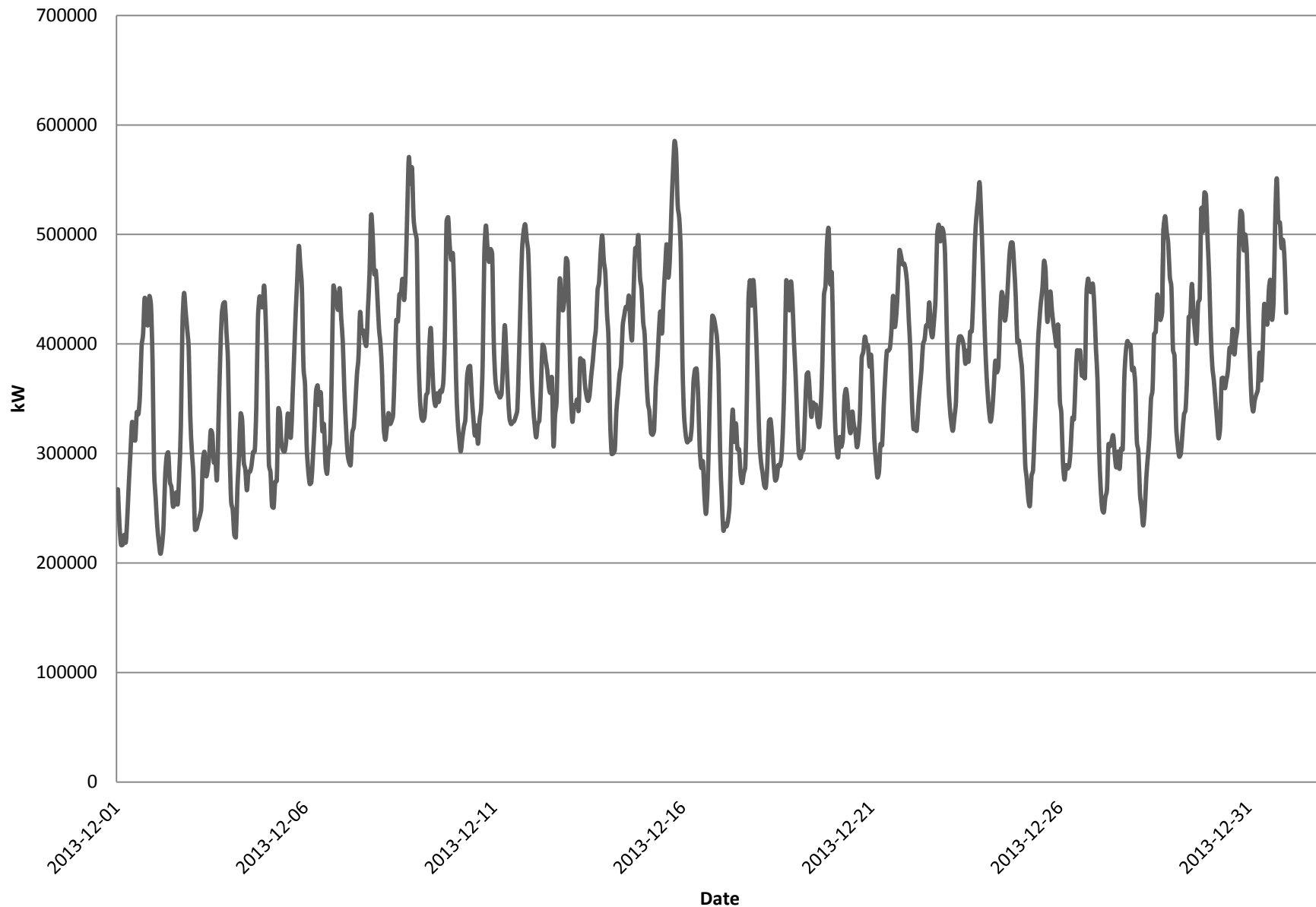
### October Residential Basic Load, Winnipeg



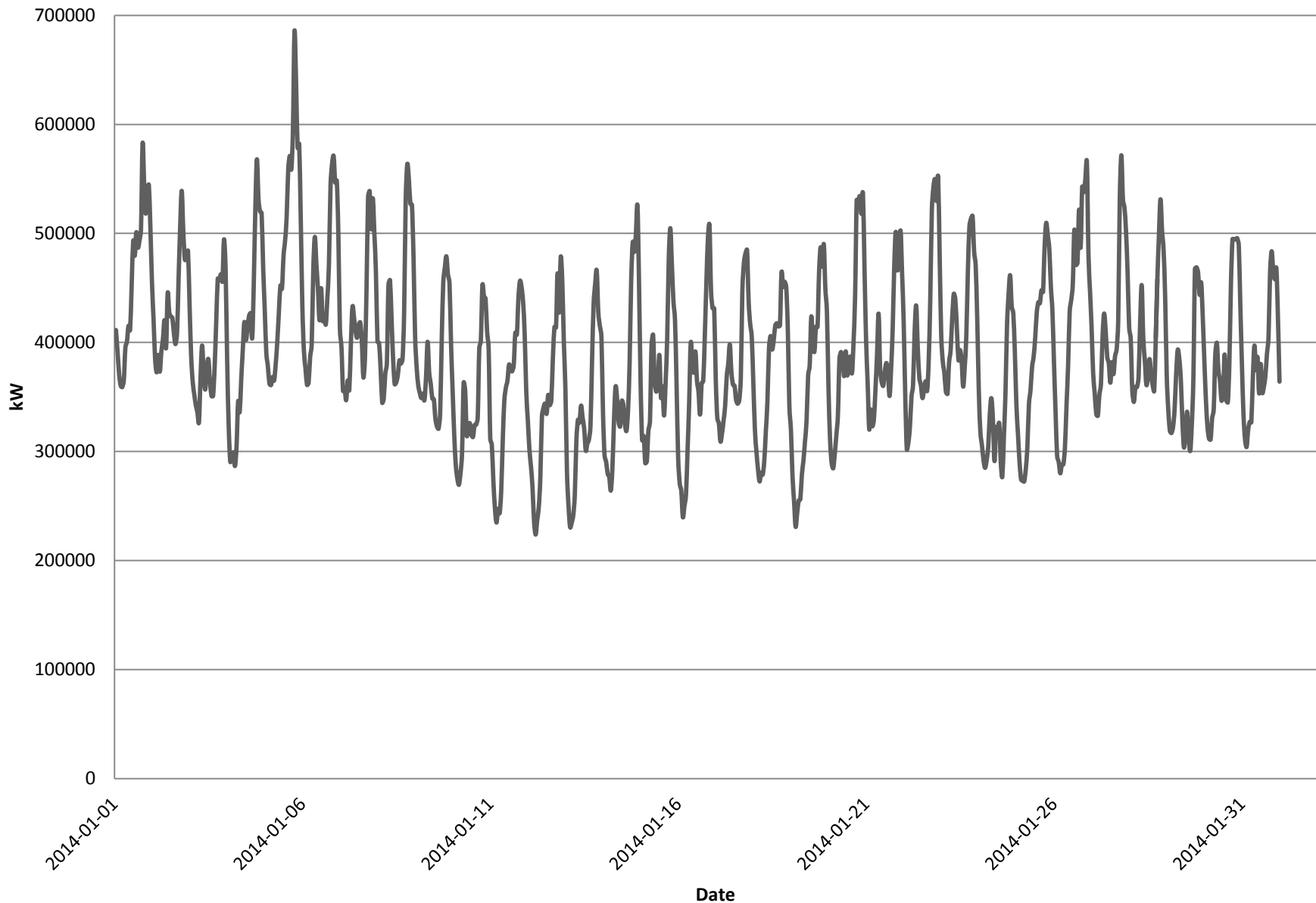
### November Residential Basic Load, Winnipeg



### December Residential Basic Load, Winnipeg

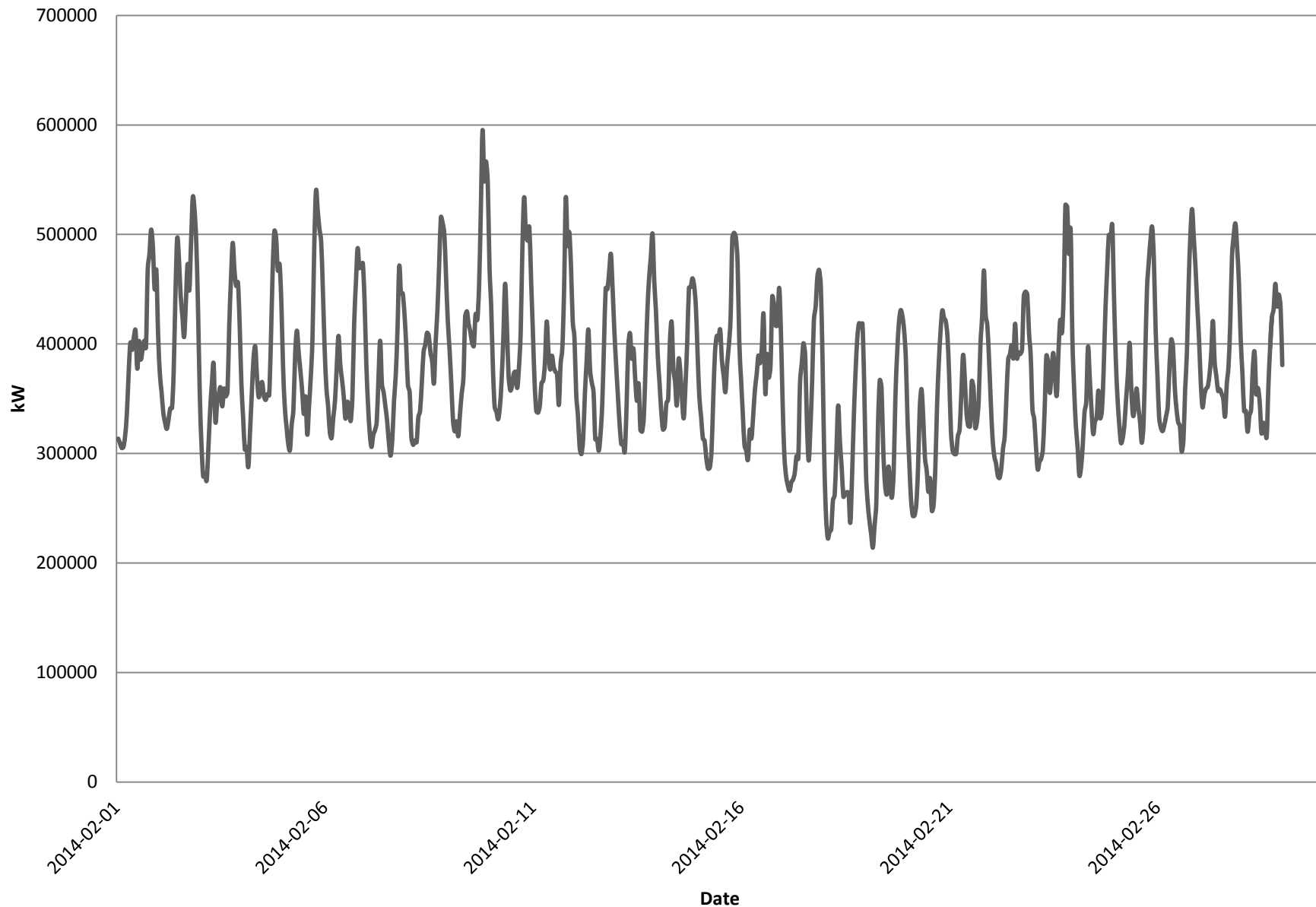


### January Residential Basic Load, Winnipeg

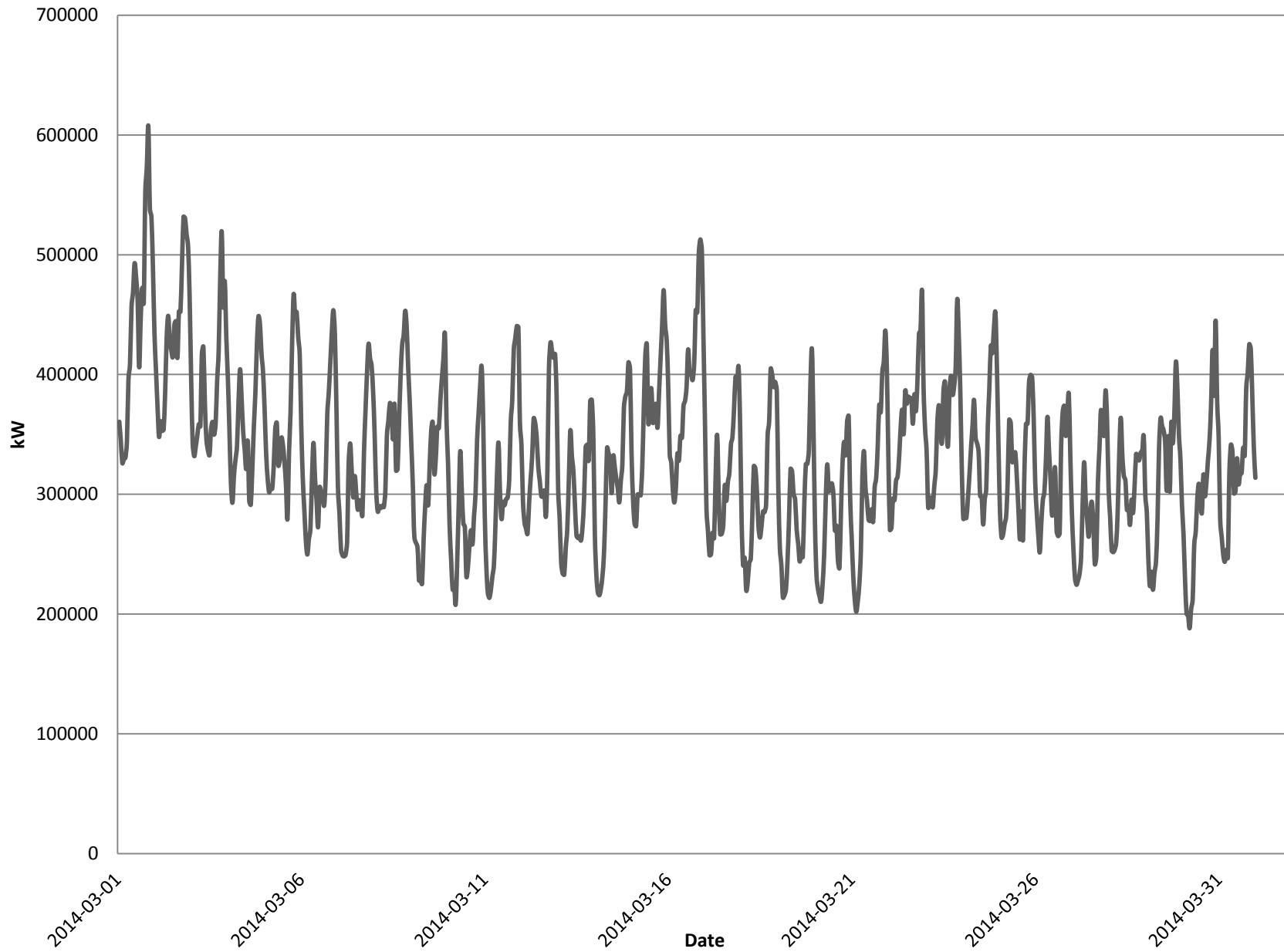




### February Residential Basic Load, Winnipeg



### March Residential Basic Load, Winnipeg



<b>Section:</b>	Tab 6	<b>Page No.:</b>	Sec. 6.2
<b>Topic:</b>	Residential low-income		
<b>Subtopic:</b>	Cost characteristics		
<b>Issue:</b>	Reasonableness of rates		

**PREAMBLE TO IR (IF ANY):**

In response to GAC/MH-1-29, Manitoba Hydro provided a Residential End Use survey instrument. In response to GAC/MH-1-45, Manitoba Hydro provided a low-income energy use survey report from 2009.

**QUESTION:**

Please provide a copy of:

- a) the latest published Residential End Use survey results, and
- b) the latest such results regarding low-income customers.

**RATIONALE FOR QUESTION:**

To review and analyze results of the latest residential and low-income surveys.

**RESPONSE:**

Please see Manitoba Hydro's response to GAC/MH-I-46 for a copy of the 2009 Residential Energy Use Survey Report and to GAC/MH-I-45 for the 2009 Residential Energy Use Survey Report – Low Income Cut-Off (LICO) Sector report.

As noted in the response to GAC/MH-I-66ci-vi, the 2014 Residential Energy Use Survey data is currently being compiled, with the final analysis expected to be completed in the fall of 2015

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Appendix 8.2
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	Energy poverty; DSM as bill mitigation		
<b>Issue:</b>	Equity		

**PREAMBLE TO IR (IF ANY):**

MMF/MH-1-33 requested a response to the statement ““It can be argued that providing all electric residential customers, for example those who are in arrears, relief with DSM would benefit MH, and other ratepayers, by increasing the ability of such customers to pay their Hydro bills in a timely manner.” Manitoba Hydro’s response only referred to its response to MKO-Coalition/MH-1-2f, which states that “good business practice” calls for denying energy efficiency loans to customers not in “good standing.” The response is not responsive to the question of providing customers who are in arrears with relief by means of DSM and the benefit this would provide to both Manitoba Hydro and its customers. For example, there could be an alternative program for such customers that required neither a loan nor an unaffordable co-payment for DSM measures.

**QUESTION:**

Please answer MMF/MH-1-33 as it was asked, as further explained in the Preamble above.

**RATIONALE FOR QUESTION:**

To explore the value to providing DSM as bill mitigation to all customers with arrears.

**RESPONSE:**

Manitoba Hydro agrees with the general premise that customers should be in a better position to pay their energy bills if the bills are lower, whether due to DSM measures being implemented or due to other reasons. Manitoba Hydro also agrees with the general premise that all ratepayers benefit when customers pay their bills in a timely manner.

Whether Manitoba Hydro and its customers benefit from any specific initiative, DSM or otherwise, would depend on the costs relative to the benefits.

<b>Section:</b>	Tab 6, Tab 11	<b>Page No.:</b>	PUB/MH-1-15, NFAT Final Report at pgs. 29, 32; Appendix 11.32
<b>Topic:</b>	Rates		
<b>Subtopic:</b>	Bill impacts, bill mitigation		
<b>Issue:</b>	Equity		

**PREAMBLE TO IR (IF ANY) (Revised):**

MMF/MH1-43 requested, inter alia, provincial capital tax data, which was not provided.

**QUESTION:**

Please provide the missing data.

**RATIONALE FOR QUESTION:**

To learn projections for additional revenue to the Province due to expanded exports, which income could be proposed to be made available for bill assistance, including DSM.

**RESPONSE:**

The table provided in response to PUB/MH-I-15a and MMF/MH-I-43 has been restated below to include provincial capital taxes.

**Electric Operations Net Revenues**

	<b>Exp</b>	<b>WR</b>	<b>F&amp;PP</b>	<b>Net Export Revenues</b>	<b>Domestic Revenues</b>	<b>Other Revenues</b>	<b>Total MH Net Revenues</b>	<b>Capital Taxes</b>
2004/05	554	111	135	308	939	4	1251	35
2005/06	827	131	125	571	984	5	1560	36
2006/07	592	112	226	254	1024	5	1283	37
2007/08	625	124	135	366	1075	8	1449	40
2008/09	623	123	176	323	1127	16	1466	43
2009/10	427	121	104	202	1145	6	1353	46
2010/11	398	120	106	172	1200	6	1378	49
2011/12	363	119	146	98	1193	14	1305	52
2012/13	353	118	133	101	1341	30	1472	55
2013/14	439	126	177	137	1405	22	1564	59
2014/15	409	124	134	150	1407	15	1572	64
2015/16	434	123	130	181	1479	14	1674	70
2016/17	450	112	191	147	1544	14	1705	83
2017/18	457	112	202	143	1630	14	1787	96
2018/19	479	112	207	160	1729	15	1904	104
2019/20	514	114	205	195	1822	15	2032	104

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Appendix 8.2, Order 5/12 at pg.166
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	Energy poverty		
<b>Issue:</b>	Funding		

**PREAMBLE TO IR (IF ANY):**

MMF/MH-1-48 requested as follows: “Please describe and document, include all planning and analysis documents, all MH’s considerations with respect to Neighbors Helping Neighbors and other Energy Poverty programs, including the funding thereof.” Manitoba Hydro did not respond with respect to “other Energy Poverty programs, including the funding thereof.”

**QUESTION:**

Please provide the missing response, as described in the Preamble.

**RATIONALE FOR QUESTION:**

To determine Manitoba Hydro’s responses to concerns about Energy Poverty programs.

**RESPONSE:**

Poverty programs are the responsibility of government. Manitoba Hydro does not have any Energy Poverty programs.



<b>Section:</b>	Tab 2	<b>Page No.:</b>	Appendix 2.1
<b>Topic:</b>	Residential low-income, small and medium business, other customer segments; Application overview		
<b>Subtopic:</b>	Corporate Strategic Plan		
<b>Issue:</b>	CSP targets		

**PREAMBLE TO IR (IF ANY):**

In response to Coalition/MH-1-9a and 10b, Manitoba Hydro provided, inter alia, in Attachments 1, SAIDI and SAIFI targets.

**QUESTION:**

Provide for each of the past five years the following:

- a) System Average Interruption Duration and
- b) System Average Interruption Frequency
  - i. by the following customer sectors:
  - ii. rural;
  - iii. low-income;
  - iv. all-electric (or electric only);
  - v. First Nations;
  - vi. renters;
  - vii. Northern;
  - viii. Winnipeg;
  - ix. all residential; and
  - x. small-medium business.

**RATIONALE FOR QUESTION:**

To review and analyze SAIDI and SAIFI results across customer segments.

**RESPONSE:**

SAIDI and SAIFI are industry based performance measures of system reliability and are not used to compare reliability performance across customer segments.

<b>Section:</b>	Tab 8.2	<b>Page No.:</b>	b and pgs. 17 et seq.
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	Marketing, Customer awareness, Residential low-income, small and medium business, other customer segments		
<b>Issue:</b>	Equity		

**PREAMBLE TO IR (IF ANY):**

In response to Coalition/MH-1-6c, Manitoba Hydro provided att. 1, Power Smart awareness reports, that, for example at p. 8, contain aggregated and some disaggregated results.

**QUESTION:**

Provide Power Smart awareness for each of the past five years a) aided, and b) unaided for the following customer sectors:

- i. rural;
- ii. low-income;
- iii. all-electric (or electric only);
- iv. First Nations;
- v. renters;
- vi. Northern;
- vii. Winnipeg;
- viii. all residential; and
- ix. small-medium business.

**RATIONALE FOR QUESTION:**

To review and analyze customer awareness across certain customer segments.

**RESPONSE:**

The following tables provide residential awareness of Manitoba Hydro’s Power Smart brand by customer segment for the past five years as measured by Manitoba Hydro’s Customer

Satisfaction Tracking Study (CSTS). Separate tables are provided for total, unaided and aided awareness results.

The CSTS does not tabulate results into rural and urban segments; however, Winnipeg and Outside Winnipeg segments are tabulated and have been provided in the table.

The unaided awareness tables show the percent of respondents who identified the Power Smart name based on the following question:

- *“Now, I have a few questions about Manitoba Hydro's programs & services. Some companies use phrases or names to describe a particular program or service to its customers. Do you recall the name Manitoba Hydro uses to promote its ENERGY EFFICIENCY programs and services?”*

The aided awareness tables show the percent of respondents who indicated they had heard of the Power Smart name in response to the following question:

- [Ask if do not identify Power Smart] *“Have you heard or not heard of the brand name Power Smart?”*

	Mar 2010	Jun 2010	Sep 2010	Dec 2010	Mar 2011	Jun 2011	Sep 2011	Dec 2011	Mar 2012	Jun 2012
<b>Total Awareness</b> (n=500)	Not Collected	91%	Not Collected	95%	Not Collected	93%	Not Collected	94%	Not Collected	92%
<b>by Family Income:</b> <sup>*1</sup>										
<\$40,000 (n=100)		84%		91%		86%		91%		81%
\$40,000-\$60,000 (n=90)	Not Collected	85%	Not Collected	98%	Not Collected	93%	Not Collected	96%	Not Collected	94%
\$60,000+ (n=215)		97%		98%		96%		95%		95%
<b>by Primary Heating Fuel:</b>										
Electric Heat (n=190)	Not Collected	87%	Not Collected	92%	Not Collected	92%	Not Collected	93%	Not Collected	90%
Natural Gas Heat (n=270)		96%		97%		96%		94%		95%
<b>by Region:</b>										
Winnipeg (n=285)		92%		98%		93%		95%		91%
Outside Winnipeg <sup>*2</sup> (n=215)	Not Collected	89%	Not Collected	92%	Not Collected	93%	Not Collected	93%	Not Collected	94%
North (n=30)		86%		85%		93%		91%		83%
<b>by Aboriginal Ancestry:</b> <sup>*3</sup>										
Aboriginal (n=50)	Not Collected	75%	Not Collected	86%	Not Collected	92%	Not Collected	96%	Not Collected	75%
Non-Aboriginal (n=440)		93%		96%		93%		94%		93%
<b>by Own or Rent Home:</b>										
Own (n=420)	Not Collected	94%	Not Collected	97%	Not Collected	94%	Not Collected	94%	Not Collected	94%
Rent (n=75)		80%		86%		88%		98%		82%
<b>by Small &amp; Medium Size Business:</b>	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected

<sup>\*1</sup> Prior to Sep 2013, results were segmented by the following income categories: <\$40,000, \$40-60,000, and \$60,000+.

<sup>\*2</sup> Outside Winnipeg includes respondents living in the North.

<sup>\*3</sup> Respondent reporting they are Aboriginal are of First Nations, Metis or Inuit ancestry.

	Sep 2012	Dec 2012	Mar 2013	Jun 2013	Sep 2013	Dec 2013	Mar 2014	Jun 2014	Sep 2014	Dec 2014
<b>Total Awareness</b> (n=500)	Not Collected	97%	Not Collected	92%	Not Collected	93%	Not Collected	95%	Not Collected	90%
<b>by Family Income:</b> <sup>*1</sup>										
<\$60,000 (n=170)		98%		80%		85%		92%		83%
\$60,000-\$100,000 (n=140)	Not Collected	99%	Not Collected	82%	Not Collected	97%	Not Collected	98%	Not Collected	95%
\$100,000+ (n=100)		97%		96%		95%		97%		95%
<b>by Primary Heating Fuel:</b>										
Electric Heat (n=190)	Not Collected	96%	Not Collected	89%	Not Collected	88%	Not Collected	93%	Not Collected	89%
Natural Gas Heat (n=270)		98%		94%		96%		97%		94%
<b>by Region:</b>										
Winnipeg (n=285)		98%		92%		94%		96%		92%
Outside Winnipeg <sup>*2</sup> (n=215)	Not Collected	96%	Not Collected	90%	Not Collected	90%	Not Collected	94%	Not Collected	88%
North (n=30)		88%		85%		83%		90%		83%
<b>by Aboriginal Ancestry:</b> <sup>*3</sup>										
Aboriginal (n=50)	Not Collected	93%	Not Collected	91%	Not Collected	85%	Not Collected	82%	Not Collected	98%
Non-Aboriginal (n=440)		98%		92%		93%		97%		90%
<b>by Own or Rent Home:</b>										
Own (n=420)	Not Collected	97%	Not Collected	91%	Not Collected	94%	Not Collected	96%	Not Collected	92%
Rent (n=75)		97%		94%		87%		88%		82%
<b>by Small &amp; Medium Size Business:</b>	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected

<sup>\*1</sup> Prior to Sep 2013, results were segmented by the following income categories: <\$40,000, \$40-60,000, and \$60,000+.

<sup>\*2</sup> Outside Winnipeg includes respondents living in the North.

<sup>\*3</sup> Respondent reporting they are Aboriginal are of First Nations, Metis or Inuit ancestry.

	Mar 2010	Jun 2010	Sep 2010	Dec 2010	Mar 2011	Jun 2011	Sep 2011	Dec 2011	Mar 2012	Jun 2012
<b>Unaided Awareness</b> (n=500)	Not Collected	17%	Not Collected	24%	Not Collected	17%	Not Collected	19%	Not Collected	16%
<b>by Family Income:</b> <sup>*1</sup>										
<\$40,000 (n=100)		13%		21%		9%		3%		4%
\$40,000-\$60,000 (n=90)	Not Collected	13%	Not Collected	28%	Not Collected	20%	Not Collected	22%	Not Collected	22%
\$60,000+ (n=215)		22%		29%		20%		26%		24%
<b>by Primary Heating Fuel:</b>										
Electric Heat (n=190)	Not Collected	15%	Not Collected	25%	Not Collected	13%	Not Collected	12%	Not Collected	13%
Natural Gas Heat (n=270)		20%		24%		22%		25%		18%
<b>by Region:</b>										
Winnipeg (n=285)		18%		30%		19%		24%		18%
Outside Winnipeg <sup>*2</sup> (n=215)	Not Collected	16%	Not Collected	16%	Not Collected	14%	Not Collected	13%	Not Collected	14%
North (n=30)		23%		6%		18%		7%		21%
<b>by Aboriginal Ancestry:</b> <sup>*3</sup>										
Aboriginal (n=50)	Not Collected	12%	Not Collected	24%	Not Collected	5%	Not Collected	6%	Not Collected	9%
Non-Aboriginal (n=440)		18%		25%		18%		20%		17%
<b>by Own or Rent Home:</b>										
Own (n=420)	Not Collected	19%	Not Collected	24%	Not Collected	19%	Not Collected	19%	Not Collected	18%
Rent (n=75)		8%		25%		5%		21%		10%
<b>by Small &amp; Medium Size Business:</b>	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected

<sup>\*1</sup> Prior to Sep 2013, results were segmented by the following income categories: <\$40,000, \$40-60,000, and \$60,000+.

<sup>\*2</sup> Outside Winnipeg includes respondents living in the North.

<sup>\*3</sup> Respondent reporting they are Aboriginal are of First Nations, Metis or Inuit ancestry.

	Sep 2012	Dec 2012	Mar 2013	Jun 2013	Sep 2013	Dec 2013	Mar 2014	Jun 2014	Sep 2014	Dec 2014
<b>Unaided Awareness</b> (n=500)	Not Collected	25%	Not Collected	20%	Not Collected	22%	Not Collected	17%	Not Collected	21%
<b>by Family Income:</b> <sup>*1</sup>										
<\$60,000 (n=170)	Not Collected	12%	Not Collected	8%	Not Collected	14%	Not Collected	11%	Not Collected	11%
\$60,000-\$100,000 (n=140)	Not Collected	20%	Not Collected	15%	Not Collected	26%	Not Collected	18%	Not Collected	25%
\$100,000+ (n=100)	Not Collected	33%	Not Collected	27%	Not Collected	33%	Not Collected	29%	Not Collected	41%
<b>by Primary Heating Fuel:</b>										
Electric Heat (n=190)	Not Collected	20%	Not Collected	15%	Not Collected	20%	Not Collected	14%	Not Collected	20%
Natural Gas Heat (n=270)	Not Collected	29%	Not Collected	22%	Not Collected	24%	Not Collected	19%	Not Collected	24%
<b>by Region:</b>										
Winnipeg (n=285)	Not Collected	30%	Not Collected	21%	Not Collected	26%	Not Collected	17%	Not Collected	24%
Outside Winnipeg <sup>*2</sup> (n=215)	Not Collected	17%	Not Collected	18%	Not Collected	17%	Not Collected	17%	Not Collected	18%
North (n=30)	Not Collected	21%	Not Collected	18%	Not Collected	26%	Not Collected	11%	Not Collected	14%
<b>by Aboriginal Ancestry:</b> <sup>*3</sup>										
Aboriginal (n=50)	Not Collected	4%	Not Collected	11%	Not Collected	18%	Not Collected	12%	Not Collected	20%
Non-Aboriginal (n=440)	Not Collected	26%	Not Collected	21%	Not Collected	22%	Not Collected	18%	Not Collected	24%
<b>by Own or Rent Home:</b>										
Own (n=420)	Not Collected	26%	Not Collected	22%	Not Collected	24%	Not Collected	18%	Not Collected	23%
Rent (n=75)	Not Collected	14%	Not Collected	10%	Not Collected	14%	Not Collected	16%	Not Collected	13%
<b>by Small &amp; Medium Size Business:</b>	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected

<sup>\*1</sup> Prior to Sep 2013, results were segmented by the following income categories: <\$40,000, \$40-60,000, and \$60,000+.

<sup>\*2</sup> Outside Winnipeg includes respondents living in the North.

<sup>\*3</sup> Respondent reporting they are Aboriginal are of First Nations, Metis or Inuit ancestry.



	Mar 2010	Jun 2010	Sep 2010	Dec 2010	Mar 2011	Jun 2011	Sep 2011	Dec 2011	Mar 2012	Jun 2012
<b>Aided Awareness</b> (n=500)	Not Collected	74%	Not Collected	71%	Not Collected	76%	Not Collected	75%	Not Collected	76%
<b>by Family Income:</b> *1										
<\$40,000 (n=100)		70%		70%		77%		88%		77%
\$40,000-\$60,000 (n=90)	Not Collected	73%	Not Collected	70%	Not Collected	73%	Not Collected	74%	Not Collected	72%
\$60,000+ (n=215)		75%		68%		76%		69%		71%
<b>by Primary Heating Fuel:</b>										
Electric Heat (n=190)	Not Collected	72%	Not Collected	67%	Not Collected	79%	Not Collected	81%	Not Collected	76%
Natural Gas Heat (n=270)		76%		73%		74%		69%		77%
<b>by Region:</b>										
Winnipeg (n=285)		74%		68%		75%		72%		73%
Outside Winnipeg *2 (n=215)	Not Collected	73%	Not Collected	76%	Not Collected	79%	Not Collected	81%	Not Collected	80%
North (n=30)		63%		79%		75%		84%		62%
<b>by Aboriginal Ancestry:</b> *3										
Aboriginal (n=50)	Not Collected	63%	Not Collected	63%	Not Collected	87%	Not Collected	90%	Not Collected	66%
Non-Aboriginal (n=440)		75%		72%		76%		74%		76%
<b>by Own or Rent Home:</b>										
Own (n=420)	Not Collected	74%	Not Collected	73%	Not Collected	75%	Not Collected	75%	Not Collected	76%
Rent (n=75)		72%		61%		83%		77%		72%
<b>by Small &amp; Medium Size Business:</b>	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected

\*1 Prior to Sep 2013, results were segmented by the following income categories: <\$40,000, \$40-60,000, and \$60,000+.

\*2 Outside Winnipeg includes respondents living in the North.

\*3 Respondent reporting they are Aboriginal are of First Nations, Metis or Inuit ancestry.

	Sep 2012	Dec 2012	Mar 2013	Jun 2013	Sep 2013	Dec 2013	Mar 2014	Jun 2014	Sep 2014	Dec 2014
<b>Aided Awareness</b> (n=500)	Not Collected	73%	Not Collected	72%	Not Collected	71%	Not Collected	78%	Not Collected	69%
<b>by Family Income:</b> <sup>*1</sup>										
<\$60,000 (n=170)		86%		72%		71%		82%		72%
\$60,000-\$100,000 (n=140)	Not Collected	80%	Not Collected	67%	Not Collected	71%	Not Collected	80%	Not Collected	70%
\$100,000+ (n=100)		65%		70%		63%		68%		54%
<b>by Primary Heating Fuel:</b>										
Electric Heat (n=190)	Not Collected	76%	Not Collected	74%	Not Collected	68%	Not Collected	79%	Not Collected	69%
Natural Gas Heat (n=270)		70%		72%		72%		78%		70%
<b>by Region:</b>										
Winnipeg (n=285)		68%		72%		69%		79%		68%
Outside Winnipeg <sup>*2</sup> (n=215)	Not Collected	79%	Not Collected	72%	Not Collected	73%	Not Collected	77%	Not Collected	71%
North (n=30)		67%		68%		57%		78%		69%
<b>by Aboriginal Ancestry:</b> <sup>*3</sup>										
Aboriginal (n=50)	Not Collected	89%	Not Collected	80%	Not Collected	67%	Not Collected	70%	Not Collected	85%
Non-Aboriginal (n=440)		72%		71%		71%		79%		68%
<b>by Own or Rent Home:</b>										
Own (n=420)	Not Collected	71%	Not Collected	69%	Not Collected	70%	Not Collected	79%	Not Collected	69%
Rent (n=75)		83%		84%		73%		72%		70%
<b>by Small &amp; Medium Size Business:</b>	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected	Not Collected

<sup>\*1</sup> Prior to Sep 2013, results were segmented by the following income categories: <\$40,000, \$40-60,000, and \$60,000+.

<sup>\*2</sup> Outside Winnipeg includes respondents living in the North.

<sup>\*3</sup> Respondent reporting they are Aboriginal are of First Nations, Metis or Inuit ancestry.

<b>Section:</b>	Tab 6	<b>Page No.:</b>	
<b>Topic:</b>	Rates		
<b>Subtopic:</b>	Bill Impacts		
<b>Issue:</b>	Equity		

**PREAMBLE TO IR (IF ANY):**

In its response to MMF/MH-I-44, Manitoba Hydro states: "...The basic test that should be applied is whether the associated benefits would be expected to exceed the associated costs.

"Manitoba Hydro believes there is value in providing relief, however, this practice should not be universal and is best used in conjunction with flexible collection practices and specifically working with customers to make payment arrangements customized to each individual's situation. Manitoba Hydro's current collections practices involve potentially offering relief from late payment charges and also some relief from arrears through the Neighbours Helping Neighbours program."

**QUESTION:**

- a) the specification and a complete list of benefits in Manitoba Hydro's comparison of benefits to costs, including all documents used to (i) develop and (ii) communicate the benefits;
- b) the specification and a complete list of costs in Manitoba Hydro's comparison of benefits to costs, including all documents used to (i) develop and (ii) communicate the costs;
- c) the decision rule used by Manitoba Hydro in "potentially offering relief from late payment charges," including all documents used to (i) develop and (ii) communicate the rule;
- d) the decision rule used by Manitoba Hydro in "also [offering] some relief from arrears through the Neighbours Helping Neighbours program," including all documents used to (i) develop and (ii) communicate the rule;
- e) the specification of all factors used by Manitoba Hydro in "working with customers to make payment arrangements customized to each individual's situation," including all documents used to (i) develop and (ii) communicate the factors; and

- f) the decision rule(s) and formulae used by Manitoba Hydro to determine customized payment arrangements, including all documents used to (i) develop and (ii) communicate the rule ad formulae.

**RATIONALE FOR QUESTION:**

To determine Manitoba Hydro's rules and practices for providing relief to customers in arrears.

**RESPONSE:**

- a) The benefits and costs of providing relief from arrears and late payment charges is difficult to specify as the impacts vary by customer and involve substantive subjective judgment. Possible benefits and costs associated with providing relief include:
- Changes to payment timing, which can either be a cost or a benefit depending on whether the net impact will result in customers either making payments quicker or slower.
  - Changes in bad debt expense, which can either be a cost or a benefit depending on whether the net impact will result in a higher or lower bad debt expense.
  - Decreased revenue associated with late payment charges.
  - Changes to credit and recovery costs (including costs associated with disconnections and reconnects).

As stated in Manitoba Hydro's response to MMF/MH-I-44, "Manitoba Hydro believes there is value in providing relief, however, this practice should not be universal and is best used in conjunction with flexible collection practices and specifically working with customers to make payment arrangements customized to each individual's situation." By taking this approach, Manitoba Hydro's practice is judged to be between two extremes of a continuum, with one end of the continuum involving offering no relief to and the other end of the continuum involving offering all customers relief.

Manitoba Hydro believes the costs are greater than the benefits at both ends of the continuum. For example, if Manitoba Hydro offered relief to all customers by not charging late payment charges, the following outcome would likely be expected:

- Foregone late payment revenue of approximately \$3 million per year

- Some customers may pay faster due to an increased capacity to pay, however Manitoba Hydro forecasts that overall customers would be slower to pay due to customers having less of an incentive to pay in timely manner (e.g. some customers would likely choose to pay alternative bills where late payment interest charges are applied, while other customers may simply choose to delay paying).
- Lower credit and collection costs associated with some customers who would be more able to pay their bills, and higher credit and collection costs associated with those customers who now choose to defer their payments.
- Overall increased bad debt expense resulting from customers falling behind on their bills as a result of choosing not to pay.

On the other end of the continuum, if Manitoba Hydro didn't use the option of eliminating late payment charges as a lever to encourage customers to enter into and adhere to payment arrangements, it is expected the situation would result in:

- More costly credit and recovery costs related to higher arrears balances.
- Increased bad debt expense related to an increase in customers being unable to pay off their arrears balance.
- Higher revenues associated with late payment charges.

- b) See response to a).
- c) Please refer to Manitoba Hydro's response to MMF/MH-II-5 for a description of when late payment charges are waived.
- d) Decisions on providing grants to pay down energy bill arrears through the Neighbours Helping Neighbours program are made by the program's administrators in accordance with program guidelines. Eligibility criteria include having received a disconnection notice from Manitoba Hydro and providing proof on income that meets the criteria of the program. Please see Attachment 1 for the Neighbours Helping Neighbours Operating Manual for complete program guidelines. Manitoba Hydro staff refer customers to the program if the customer's circumstances warrant.
- e) Please refer to Manitoba Hydro's response to GAC/MH-I-51 for a description of payment arrangement guidelines. Manitoba Hydro's Credit & Recovery representatives are given flexibility to negotiate payment plans taking into consideration the customer's ability to

pay, including any influencing factors. No restrictions are specifically placed on factors to be considered by the representatives.

- f) Manitoba Hydro's Credit & Recovery representatives are given flexibility to negotiate payment plans taking into consideration the customer's ability to pay, including any influencing factors. No restrictions are specifically placed on factors to be considered by the representatives.



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This manual is the property of the Neighbours Helping Neighbours Program and is assigned to the person as indicated below. The Assistant Program Coordinator maintains responsibility and authority for the distribution, maintenance and re-call of this manual.

If you are no longer working with the program please make arrangements to return your manual to the Assistant Program Coordinator or if someone is taking your place please advise the Assistant Program Coordinator of who is now responsible for the manual.

<b>Manual Holder</b>	<b>Manual #</b>
Major Wayne Bungay, Winnipeg	1
Major Deborah Bungay, Winnipeg	2
Mark Young, Ministry Director	3
Stephanie Sawchuk, Winnipeg	4
Colleen Galbraith, Manitoba Hydro	5
Lillian Hirsch, Manitoba Hydro	6
Joanne Hamel, Winnipeg	7
Captain Rhonda Smith, Brandon	8
Major Grayling Crites, Dauphin	9
Major Betty Lou Topping, Thompson	10
Major Debbie Allen, Flin Flon	11
Captain Amanda Robinson, Portage	12



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<b>Neighbours Helping Neighbours Operating Manual</b>	
<b>PROGRAM PURPOSE AND VISION</b>	<b>Revision #:</b> 03
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## **Program Purpose**

The Salvation Army and Manitoba Hydro have partnered to assist people in our communities through an energy assistance program. The program provides one-time emergency funding to assist families and individuals living at or near the poverty level with the payment of their energy bill. The program will also assist individuals with the application to the Affordable Energy Program which provides lower income households with free insulation and a provision for a low cost natural gas furnace to further reduce energy bills.

In addition, the program provides these families and individuals with referrals to community programs which helps them develop personal budgeting skills, enhanced job search skills and provides support for the needs of a child or provides emergency assistance with food.

The program was first introduced in Winnipeg in 2004 and is now available to all Manitoba Hydro customers. Since its inception, the Neighbours Helping Neighbours Program has been very successful in providing financial assistance and referrals to many families and individuals in Manitoba.

## **Vision Statement**

Strengthening our communities by empowering and guiding individuals towards independence.



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**Arrears Notices** for Manitoba Hydro

- 30 days arrears - A customer who has a bill 30 days past the bill due date will receive a *friendly reminder notice* on the bill asking the customer to make a payment.
- 60 days arrears - A customer who has a bill 60 days past the bill due date will receive an *important past due notice* on the bill "Your account is past due. If suitable arrangements or full payment of the arrears are not made by (disconnect date) your account will be subject to collection action which may include disconnection. Please call, etc....."
- 90 days arrears - A customer who has a bill 90 days past the bill due date will receive an *urgent notice* of disconnection printed on the bill. "Your previous charges are past due. This subjects your services to immediate disconnection without further notice....."

At times, Manitoba Hydro will hand-deliver final disconnect notices to electric customers when unable to reach them by phone.

**Critical Event:**

An unexpected crisis that has caused an interruption in the income or an increase in expenses, which has occurred in the past 90 days that leaves the family with inadequate resources to meet their heat/hydro needs. (For example: loss of job, illness, funeral expenses, car accident, death separation, medical expense, major repair bill). The applicant must be able to prove this on paper.

**Emergency:**

A customer who has received a disconnection notice and or a disconnection notice is imminent.

**Income:** Monthly income will be used to determine eligibility.

**Income Eligibility:**

The Income Eligibility Guide is set at 125% of Statistics Canada Low Income Cut Offs. Income refers to gross income. Income refers to pretax, post transfer income. All income for a household is counted. This includes every person residing in that home.

Please see attached table for current eligibility levels.



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## **NEIGHBOURS HELPING NEIGHBOURS INCOME GUIDELINES**

Updated and Revised May 1, 2014

### **ELIGIBILITY LEVELS**

#### **Manitoba**

<b>Family Size</b>	<b>Annual Income</b>	<b>Monthly Income</b>
1 person	\$29,826	\$2486
2 persons	\$37,133	\$3094
3 persons	\$45,650	\$3804
4 persons	\$55,425	\$4619
5 persons	\$62,863	\$5239
6 persons	\$70,898	\$5908
7 or more persons	\$78,934	\$6579

#### **Person with a Disability:**

A person whose disabilities prevent them from obtaining employment because of their current physical or mental condition. A family can be considered disabled if there is a child with a long-term illness or disability that prevents a wage-earning parent from working.

#### **Qualification Criteria:**

Persons living in the Manitoba Hydro service area who are income eligible and have exhausted all other resources, including speaking with Manitoba Hydro regarding payment arrangements, shall be considered for Neighbours Helping Neighbours provided they meet the eligibility criteria.

#### **Seniors:**

A person who is 55 years of age or older.

#### **Service Area:**

Neighbours Helping Neighbours services are available in the Manitoba Hydro service area.



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### **Eligibility Criteria**

1. Applicants must live in the Manitoba Hydro service area.
2. Applicants must have an arrears notice (60 Day or greater) and/or a Shut off/ Disconnection Notice;
3. Applicant must be income eligible;
4. Applicant must have proof of income for current year for all household members (most recent pay stubs from all employment, account books for self employed, etc);
5. Applicant must have applied to all other existing systems such as calling Manitoba Hydro and attempting to make alternative payment arrangements;
6. Applicant must apply to the Affordable Energy Program where appropriate;
7. Applicants must sign an information release form;

### **Target Population:**

There is a target population for the Neighbours Helping Neighbours program. The program targets the following groups:

1. People on a fixed income (CPP, OAS, GIS);
2. Working poor (self employed and employed in lower wage jobs)

Applicants who fit a number of other criteria will increase in priority on the acceptance list, such as seniors, people with disabilities, single parents, and others who are at risk.

### **Assistance and Shut Off Resolve:**

Neighbours Helping Neighbours will work with applicants, utilizing all available resources, in an attempt to prevent disconnections by providing emergency assistance. The program will provide emergency funding to avert a disconnection.



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**Assistance to Households who have been Assisted Previously:**

Households who request assistance in consecutive years will be asked to participate in activities to strengthen the families' self-sufficiency (e.g. financial management sessions, energy conservation activities, etc.). Staff may refer applicants to other agencies in their community or may provide these services through educational programs offered through The Salvation Army.

**Information Release:**

An authorization for release of information from must be signed by the applicant before Neighbours Helping Neighbours staff can request any information from utility companies regarding an applicant's utility account and other required information.

**Accounts Must Have Applicant's Name:**

Only the account holder(s) will be eligible for assistance. If multiple names appear on a bill, only one person is eligible for assistance.

**Grant Qualification:**

- Cannot be on Social Assistance.
- Must have a Manitoba Hydro Disconnection Notice or have a 60 Day past due balance.
- No more than one grant per household. Grants for applicants living within the Manitoba Hydro service territory are up to \$300.



## Neighbours Helping Neighbours Operating Manual

### PROGRAM COORDINATOR INTAKE RESPONSIBILITIES

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1. Receive the incoming phone calls of potential clients.
  - Assess and investigate eligibility for the Program.
  
2. Set up appointment with the client (if client can come to the office).
  - Interview potential recipients of the “emergency fund” to evaluate their needs.
  - Ask client to bring documentation to determine eligibility for the program.
  - Prepare intake reports.
  
3. Meet with client.
  - Work together on the application forms and identify if there are any contributing causes of being unable to pay their energy bill.
  - Assist clients to sort out options and develop plans of action while providing necessary support and assistance.
  - Provide an Affordable Energy Program application and assist with its completion.
  - During the assessment the Program Coordinator and the client work together to identify the resources available to the client through other agencies or community-based organizations.
    - Maintain confidentiality at all times.
    - Apply active listening skills.
    - Identify the client's interests, skills, abilities, obstacles, strengths, needs for services, and personal resources.
    - Create an environment in which the client feels safe to discuss sensitive and personal issues.
    - Provide crisis intervention and provide referral to emergency shelter services.
    - Give support and discuss any difficulties or problems
    - Offer counselling services as needed.
  
4. Summarize intake notes; and all previous assessments of skills and needs.
  
5. File applicable reporting information.
  
6. Maintain program statistics for purposes of evaluation and research.





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The Neighbours Helping Neighbours Staff uses the information collected through the assessment to develop an action plan, and to determine the amount of credit that should be granted to each participant.

**Grants can range from \$125.00 to \$300.00 based upon need.**

Decisions are based on the application that the individual fills out and the documentation that was brought in for the assessment:

1. Review the amount which is past due on the bill, and whether or not payment arrangements have been put in place.
2. Review of the payment history and when a payment last was made on the account.
3. Review of the client's present financial situation.
4. Review of all household monthly income information.
5. Review client's monthly spending plan and any extra ordinary payments that were made during month.
6. Review and evaluate any potential risk factors/ barriers to the clients.
7. Review any other significant information as presented by the client or observed by the worker.
8. Once an amount has been determined the next step is to inform the clients the amount that was credited toward their account.
9. Encourage each applicant to discuss with a Hydro Representative any changes that may have occurred in their present situation and continue with payment arrangements and make small payments monthly if they are unable to afford the full balance.



## Neighbours Helping Neighbours Operating Manual

### FINANCIAL REPORTING PROCESS

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Step 1: Put all the clients' information onto Microsoft Excel Spreadsheet (provided) and send electronic spreadsheet with client information to Neighbours Helping Neighbours Winnipeg office once a week using one of the following methods:

- a) email to [neighbors@mts.net](mailto:neighbors@mts.net)
- b) fax: (204)-946-9115

Step 2: At the end of every month, send the spreadsheet with all clients' from that specific month to Winnipeg NHN (also known as a "Monthly Report".) This is to ensure that there has been no miscommunication and a client has not been forgotten.

**\*\* Winnipeg NHN will be the only one doing Cheque Requisitions\*\***

**Rural Units are not needed to make Cheque Requisitions up for their clients.**

Step 3: At the end of every month, send the follow-up on referrals of grant recipients to Manitoba Hydro.



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## FORMS

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Application Form.....	NHN-2
Authorization for Release of Information .....	NHN-5
Grant Approval Form .....	NHN-6
.....	
Denial Form.....	NHN-8
Follow Up Form . .....	NHN-9



**NEIGHBOURS HELPING NEIGHBOURS**  
**TELEPHONE INTAKE FORM**

**PERSONAL INFORMATION**

Date: \_\_\_\_\_ Are you on Social Assistance? \_\_\_ Y \_\_\_ N

Who referred you to NHN: (Circle) A- Hydro Representative C- Newspaper or Media  
B- Friend/Colleague D- Bill Insert  
E- Other (explain) \_\_\_\_\_

Have you ever used NHN before? If yes, when & where \_\_\_\_\_

Name: \_\_\_\_\_

Name on the Hydro Bill: \_\_\_\_\_  
(If same as above then disregard)

Address: \_\_\_\_\_

Phone: (home) \_\_\_\_\_

**Number of people in Household:**

Adults: \_\_\_\_\_ Children: \_\_\_\_\_

Rent: \_\_\_\_\_ Mortgage: \_\_\_\_\_

**Monthly Income:**

Wage: \$ \_\_\_\_\_  
Child Tax Credit: \$ \_\_\_\_\_  
Child Support Payment: \$ \_\_\_\_\_  
E.I.: \$ \_\_\_\_\_  
Pension: \$ \_\_\_\_\_ Type of Pension \_\_\_\_\_  
TOTAL: \$ \_\_\_\_\_

**CRITICAL EVENT:**

\_\_\_\_\_  
\_\_\_\_\_

**MANITOBA HYDRO INFORMATION**

Past Due Amount Owing on Hydro Bill: \$ \_\_\_\_\_

Appointment: Date: \_\_\_\_\_ Time: \_\_\_\_\_



## NEIGHBOURS HELPING NEIGHBOURS

### APPLICATION FORM

**PLEASE PRINT:**

Date: \_\_\_\_\_

Name: \_\_\_\_\_  
Last First

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_  
Home Other

Email: \_\_\_\_\_

**Living Arrangements:**

- Homeowner
- Tenant

**Family Status:**

- Married (including common law)
- Single
- Divorced
- Widowed
- Separated

Including yourself, how many adults (18 years and older) live in your household? \_\_\_\_\_

How many children (under 18 years) live in your household now? \_\_\_\_\_

**APPLICANT CERTIFICATION**

**My signature below certifies that all the information that I have given on this application is accurate and complete to the best of my knowledge. The Neighbours Helping Neighbours Program may ask for more information to go along with this application**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**NEIGHBORS HELPING NEIGHBORS**  
**AUTHORIZATION FOR RELEASE OF INFORMATION**

**NAME:**

\_\_\_\_\_

**DATE OF BIRTH:**

\_\_\_\_\_

**I hereby authorize The Salvation Army Neighbors' Helping Neighbors staff to seek from and/or release to Manitoba Hydro, information for the services I am requesting.**

**I understand that my records are protected under Federal and Provincial privacy regulations and cannot be disclosed without my written consent unless otherwise provided by law.**

**I understand I have the right to refuse to supply the information being requested. However, without this information, the agency may not be able to provide me with the services that I am requesting.**

**I understand that I may cancel this consent in writing prior to the information being released. This consent expires one year after signing.**

\_\_\_\_\_ ( Please **PLACE YOUR INITIALS** saying you have read above)

\_\_\_\_\_  
**Signature of Client**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Signature of Neighbors Helping Neighbors Staff**

\_\_\_\_\_  
**Date**



## NEIGHBORS HELPING NEIGHBORS

### GRANT APPROVAL FORM

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Monthly Income \$ \_\_\_\_\_ Rent/Mortgage \$ \_\_\_\_\_ Balance Remaining \$ \_\_\_\_\_

Number of Residents \_\_\_\_\_ = monthly income per person \$ \_\_\_\_\_

- |                       |                    |                |
|-----------------------|--------------------|----------------|
| <input type="radio"/> | Over \$499.00      | Grant \$125.00 |
| <input type="radio"/> | \$400.00-\$499.00  | Grant \$150.00 |
| <input type="radio"/> | \$300.00-\$399.00  | Grant \$175.00 |
| <input type="radio"/> | Less then \$300.00 | Grant \$200.00 |

**EXTERNAL FACTORS THAT EFFECT INDIVIDUAL SITUTATIONS:**  
Add \$25.00 for each subject to the maximum grant of \$300.00.

- Disability
- Recent Loss of Employment
- Recent Separation or divorce
- Recent death in the family

Final Grant Given: \$ \_\_\_\_\_

**NEIGHBOURS HELPING NEIGHBOURS**

**pt. 2**

- o Employed full time**
- o Employed part time**
- o Self employed full time**
- o Self employed part time**
- o Full time student**
- o Part time student**
- o Disability**
- o Retired**
- o Unemployed and looking for work**
- o Unemployed and not looking for work**
- o On E.I**

**Income of ALL household members:**

**Category**

**Monthly Income**

**Employment Income**

**Self Employment**

**Employment Insurance**

**Pensions**

**Child Support/Alimony**

**Friends and Family Help**

**Child Tax Benefit**

**Total Income:** \$ \_\_\_\_\_

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**Proof of Rent:** \_\_\_\_\_

**Proof of Mortgage:** \_\_\_\_\_

**Proof of Income Provided:** \_\_\_\_\_





## NEIGHBOURS HELPING NEIGHBOURS

### DENIAL FORM

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

#### HAS BEEN DENIED NHN FUNDING FOR THE FOLLOWING REASON (S):

- Has not received an arrears or shut off notice
- Is over the income guidelines for the NHN Program
- The client has not made at least one payment toward their hydro costs in the last three months
- The information given to the NHN worker was inaccurate, incomplete or refused
- The client has received a NHN grant at the same household
- The client did not provide the necessary documentation to process their case
- The resources the individual has are adequate to meet their needs
- The client is receiving Social Assistance

#### Further Notes:

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NEIGHBOURS HELPING NEIGHBOURS  
FOLLOW UP QUESTIONNAIRE

Name \_\_\_\_\_ Tel. No. \_\_\_\_\_ Date to call \_\_\_\_\_

Date of Interview \_\_\_\_\_

1. When you visited us you had a problem with paying your Hydro bill. What was the reason?

\_\_\_\_\_

2. The following resources were given to you (should be listed at time of interview):

\_\_\_\_\_

3. Of the resources given how helpful were they to your situation?  
(On a scale of 1 – 10....10 being very helpful, 1 not helpful at all)

# 1. \_\_\_\_\_ # 2. \_\_\_\_\_ # 3 \_\_\_\_\_ # 4 \_\_\_\_\_ # 5 \_\_\_\_\_ # 6 \_\_\_\_\_ # 7 \_\_\_\_\_ # 8 \_\_\_\_\_

4. When following up on the resources given was it time consuming? YES NO  
Did you get the run around from the agency? If so which agency? Nature of run around.

\_\_\_\_\_

5. What were some of the obstacles that you ran into when inquiring about the resources?  
(Name agency and problem)

\_\_\_\_\_

6. What are you currently struggling with, and how does this affect you financially?

\_\_\_\_\_

7. At the time of your visit your Hydro bill was \$\_\_\_\_\_. How much is your Hydro bill now? \_\_\_\_\_

8. At this time what do you feel would be helpful and beneficial to help your situation?

\_\_\_\_\_

9. Do you have any suggestions or ideas for the NHN program, anything that you feel would benefit people that are taking part in the NHN Program? \_\_\_\_\_

10. Was this call helpful or unnecessary?

\_\_\_\_\_ Helpful

\_\_\_\_\_ Unnecessary