

<b>Section:</b>	Tab 2	<b>Page No.:</b>	3 of 49
<b>Topic:</b>	Overview and Reasons for Application		
<b>Subtopic:</b>	Reasons for Application		
<b>Issue:</b>	Capital		

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

(A) MH states:

The key reasons for the Application are:

1. Manitoba Hydro is entering a period of extensive capital investment to meet the growing energy requirements of Manitoba, to replace aging utility assets and address increased capacity needs on the system.

**QUESTION:**

In reference to (A) above, please confirm that MH "is entering a period of extensive capital investment" NOT just to meet "the growing energy requirements of Manitoba".

**RATIONALE FOR QUESTION:**

To understand the reasons for the application brought by MH.

**RESPONSE:**

As indicated in Manitoba Hydro's application, Manitoba Hydro is entering a period of extensive capital investment to meet the growing energy requirements of Manitoba, and to replace aging utility assets and to address increased capacity needs on the system.

Manitoba demand for electricity is continuing to grow and new energy sources are required. This is a direct result of Manitoba's continued economic growth through:

- Increases in population and related services;
- Higher average energy usage per residential customer;
- Continued Manitoba industrial and commercial customer expansion.

Increased investments are required for generation, transmission and distribution system renewal and capacity expansion in order to support the growth requirements of Manitoba Hydro's customers. These capital investments are needed to sustain the Corporation's current electric infrastructure considering the increasing pressures associated with aging infrastructure and the need to provide more capacity to accommodate increased demand resulting from increased population and business growth.

In order to understand the role that exports play in keeping electricity rates to Manitobans low, it is necessary to recognize two aspects of hydro-electric development that result in surplus energy available for export.

- The first aspect of hydro-electric development that results in surplus energy is the result of the large-scale increments of generation typical of hydro development. Generating stations such as Keeyask are large and can satisfy many years of Manitoba load growth. The majority of the cost of developing a hydro site is related to the substantial civil structures that are required. The actual generators, turbines and associated equipment are in the order of 25% of the total plant cost. Therefore, the most efficient approach is to develop a hydro-generating station to its maximum capability at the time of initial construction; and any surplus power beyond immediate needs can be made available to the export market. The large-scale increments of generation that come with each new hydro project typically mean there are interim surpluses of both capacity and dependable energy above the amount required to meet Manitoba domestic load.
- The second aspect is related to the variability of water flows. A predominately hydro system serving domestic load is designed to meet the energy requirements of that load under low-flow conditions (the critical-flow period), and is also designed with sufficient capacity to meet peak load requirements. By design, in all flow conditions other than the critical-flow period, there will be surplus water, i.e., other than that required for generation to serve the domestic load. In terms of capacity, each year there will be hydro-generation capacity surplus to domestic load requirements in all hours except for peak load conditions. Hence, in any year other than the critical-flow year, there will be water

flows which are surplus to domestic requirements, and surplus generation capacity in most hours. These surplus flows could be spilled or—if the predominantly hydro system is interconnected to a neighbouring system—the water could be put through the system’s unutilized generators and the surplus power sold on the export market.

All facilities that Manitoba Hydro invests in are built to ultimately serve Manitoba domestic load. Export sales provide an outlet for Manitoba Hydro’s excess electricity and a revenue stream that helps keep electricity rates in Manitoba amongst the lowest in North America.

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

(A) MH states:

The key reasons for the Application are:

1. Manitoba Hydro is entering a period of extensive capital investment to meet the growing energy requirements of Manitoba, to replace aging utility assets and address increased capacity needs on the system.

**QUESTION:**

If the confirmation sought in a) above, is not provided, please provide specific passages and evidence from the GRA and NFAT that demonstrate that the period of "extensive capital investment" is strictly related to "the growing energy requirements of Manitoba".

**RATIONALE FOR QUESTION:**

To understand the reasons for the application brought by MH.

**RESPONSE:**

Please see the response to MMF/MH-I-1a.

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

(A) MH states:

The key reasons for the Application are:

1. Manitoba Hydro is entering a period of extensive capital investment to meet the growing energy requirements of Manitoba, to replace aging utility assets and address increased capacity needs on the system.

**QUESTION:**

If the confirmation sought in a) above, is not provided, please provide specific passages and evidence from the GRA and NFAT that demonstrate that the “period of extensive capital investment” is not, in any way, related to meeting the export plans of MH.

**RATIONALE FOR QUESTION:**

To understand the reasons for the application brought by MH.

**RESPONSE:**

Please see the response to MMF/MH-I-1a.

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

(A) MH states:

The key reasons for the Application are:

1. Manitoba Hydro is entering a period of extensive capital investment to meet the growing energy requirements of Manitoba, to replace aging utility assets and address increased capacity needs on the system.

**QUESTION:**

If the confirmation sought in a) above, is not provided, please provide specific passages and evidence from the GRA and NFAT that demonstrate that the “period of extensive capital investment” is not, in any way, related to meeting the export plans of MH.

**RATIONALE FOR QUESTION:**

To understand the reasons for the application brought by MH.

**RESPONSE:**

Please see the response to MMF/MH-I-1(a).

<b>Section:</b>	(A) Tab 2, (B) Appendix 11.11 (C) Appendix 11.9	<b>Page No.:</b>	(A) 4 of 49 (B) all (C) all
<b>Topic:</b>	Overview and Reasons for Application		
<b>Subtopic:</b>	Reasons for Application		
<b>Issue:</b>	Credit Rating and Borrowing Cost		

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

(A) MH states:

5. The following significant risks are associated with rate increases lower than 3.95%:

- i. Increased risk to customers of rate instability and rate shock;
- ii. Increased risk to customers of decreases in service and reliability;
- iii. Increased borrowing requirements and associated financing costs, which will ultimately be recovered from customers;
- iv. **Potential negative implications to the Provincial credit rating and Manitoba Hydro's borrowing costs. [emphasis added]**

(B) Appendix 11.11 (MFR 5) provides details of "the debt to equity ratio, capital coverage ratio and interest coverage ratio, net assets, net income, total debt and retained earnings, DBRS bond ratings, total Provincial Debt and total MH debt to total Manitoba debt in each year since 1992".

**QUESTION:**

- a) In reference to (A) above, please identify **ALL** of the "potential negative implications to the Provincial credit rating" that are used and documented by credit rating agencies.
- b) Please confirm that MH has no evidence on the record of this proceeding that demonstrates that a rate increase lower than 3.95% would result in negative implications to the Provincial credit rating.
- c) If the confirmation sought in (b) is not provided, please provide references to the document (by name), the filing reference (Tab #, Appendix #), the page, paragraph

- and line number(s) where evidence has been placed on the record of this proceeding that clearly demonstrates that a rate increase lower than 3.95% would result in negative implications to the Provincial credit rating and how each reference relates to one or more of the negative implications identified in a) above.
- d) Please confirm that there is no credit agency report that has declared that a rate increase lower than 3.95% would result in a downgrade to the Provincial credit rating.
  - e) In reference to (B) above, please confirm that during the period from 1992 to 2014, the interest coverage ratio varied from 0.95 to 1.7.
  - f) In reference to (B) above, please confirm that during the period from 1992 to 2014, the debt equity ratio varied from 94:6 to 73:27.
  - g) In reference to (B) above, please confirm that during the period from 1992 to 2014, the capital coverage ratio varied from -0.32 to 2.28.
  - h) In reference to (C) (Appendix 11.9), please confirm that, in the following years, rate increases approved by the PUB were less than the percentage rate increases requested by MH:
    - i. 2005/06
    - ii. 2009/10
    - iii. 2011/12
    - iv. 2012/13
    - v. 2014/15
  - i) If the confirmation sought in h) is not provided, please correct the list in h) above to those years in which rate increases approved by the PUB were less than the percentage rate increases requested by MH
  - j) In reference to (B) above, please confirm that during the period from 1992 to 2014, the credit rating of MH, the credit rating remained at "A" from 1992 to 2002 and was upgraded to "A high" in 2003 and remained at "A high" to 2014.
  - k) In reference to (A) and (B) above, please provide the credit ratings of the Province of Manitoba for the years 1992 to 2014.

**RATIONALE FOR QUESTION:**

This Information Request seeks to determine and/or better understand the impact rate increases has on the credit rating of the Province of Manitoba, which Manitoba Hydro has identified as a risk factor.

**RESPONSE:**Response to parts a) to k):

The questions in this information request are premised on a mistaken understanding regarding the role of the credit rating agencies, and also ignore the reality that circumstances facing Manitoba Hydro today are significantly different than those referenced in the past.

Credit rating agencies do not take the role of management or regulator, and therefore the credit rating agencies do not prescribe what specific rates ought to be requested by Manitoba Hydro or approved by the PUB. Credit rating agencies assign credit ratings based on their independent evaluations; it is not their role to identify the implications to the Province of Manitoba or Manitoba Hydro arising from their rating decisions. The credit rating agencies are aware of Manitoba Hydro's 3.95% forecasted annual rate increases and have expectations that the regulatory framework will continue to be supportive of the Corporation's rate applications.<sup>1</sup>

During the period from 1992 to 2014, the fiscal year end financial ratios ranged as follows: debt:equity [95:05 to 73:27], interest coverage [0.17 to 1.77], and capital coverage [-0.32 to 2.28]. The general historical trajectory of the equity ratio has been upward; however, moving forward, even with the proposed and indicative 3.95% annual rate increases, Manitoba Hydro's financial ratios are projected to significantly deteriorate during the forecast period. Manitoba Hydro agrees with the PUB when they found the following in Order 116/08:

“The three measures of financial health and stability (debt to equity, interest coverage and capital coverage) are taken seriously by debt rating agencies and others, and while the ratios may not be expected to be maintained throughout

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<sup>1</sup> As stated by Moody's:

“Manitoba Hydro operates in a stable regulatory framework with steady yearly rate increases. It forecasts annual rate increases of 3.95% until FY2033 to contribute to replacing aging generation, transmission and distribution facilities.” [report on Manitoba Hydro dated November 6, 2014 (see Appendix 3.8, or Tab 3 page 20)].

As stated by DBRS:

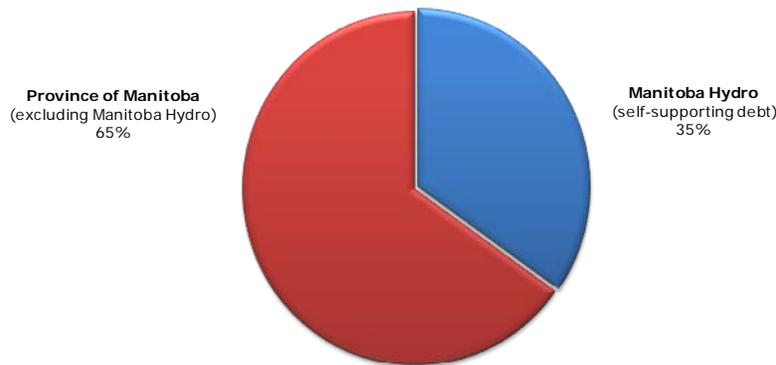
“Manitoba's Public Utilities Board (PUB) has been supportive of Manitoba Hydro's rate applications and its financial targets.” [page 2 of their report on the Manitoba Hydro-Electric Board dated November 28, 2011 (see Appendix 20 Attachment 4 from the 2012/13 & 2013/14 Electric GRA)].

the whole forecast period due to the effects of the expanded capital program, they still remain important.”<sup>2</sup>

Manitoba Hydro receives long term debt advances and a flow through credit rating from the Province of Manitoba. The credit ratings for the Province of Manitoba and Manitoba Hydro have historically maintained their strength, and the general historical trajectory has been upward and/or stable.<sup>3</sup> Debt advances to Manitoba Hydro form a significant portion of the total provincial debt. The Corporation’s financial performance is a contributing factor toward the financial strength and stability of the Province’s credit rating.

### Composition of Province of Manitoba Debt

(\$30.0 billion, net of sinking funds)  
Actuals as at March 31, 2014



The credit rating agencies each consider Manitoba Hydro’s financial performance, ratios and forecasts; and each currently view Manitoba Hydro’s long term debt advances from the Province of Manitoba to be self-supporting. Consequently, when assessing the Province of Manitoba’s ratio of net tax-supported provincial debt as a percent of provincial GDP, the credit rating agencies exclude Manitoba Hydro’s debt levels (the blue portion in the pie

<sup>2</sup> Public Utilities Board of Manitoba Order 116/08; Page 127.

<sup>3</sup> The following Province of Manitoba long term credit rating movements and outlook changes have occurred from 1992 to present (for the credit rating scales used by each rating agency and the current Provincial credit ratings, please see Figure 3.8 in the Application in Tab 3 page 18):

- **DBRS:** On January 1, 1992 the rating was “A” with a stable outlook. Subsequent rating announcements were as follows: May 14, 1993 negative outlook; April 4, 1995 stable outlook; June 21, 2002 positive outlook; and September 30, 2003 upgrade to “A high” where it remains today with a stable outlook.
- **Moody’s:** On January 1, 1992 the rating was “A1” with a stable outlook. Subsequent rating announcements were as follows: May 4, 1998 positive outlook; September 30, 1998 upgrade to “Aa3”; January 9, 2003 upgrade to “Aa2”; November 14, 2006 upgrade to “Aa1”; and August 18, 2014 negative outlook where it remains today.
- **S&P:** On January 16, 1996 the rating was initiated with an “A+” rating and a stable outlook. Subsequent rating announcements were as follows: October 23, 1997 positive outlook; June 30, 1998 upgrade to “AA-”; November 28, 2006 positive outlook; and December 5, 2007 upgrade to “AA” where it remains today with a stable outlook.

chart) from the evaluation of the total provincial debt portfolio. Should Manitoba Hydro lose its self-supporting status and the contingent liability represented by Manitoba Hydro's debt to the Province of Manitoba materialize, the potential impact to the Province of Manitoba and its taxpayers could be substantial.

As indicated in Financial Information MFR 3 in Appendix 11.9, since 2004/05, the PUB has approved rate increases that range from 2.0 – 5.0%. In some cases (such as in 2005/06, 2009/10, 2011/12 and 2014/15), the approved rate increases have been slightly less than requested by Manitoba Hydro. In other cases (such as in 2004/05, 2008/09 and 2012/13), the approved rate increases have been higher than initially requested by Manitoba Hydro.

The capacity to raise rates is seen positively by credit rating agencies, for example by DBRS (see Appendix 3.8: DBRS report on Manitoba Hydro dated October 23, 2014; page 2):

“Low-cost hydroelectric-based generating capacity results in one of the lowest variable cost structures in North America, which has enabled Manitoba Hydro to provide electricity to its domestic customers at one of the lowest rates on the continent. This gives the Utility the flexibility to increase rates in the future, especially in light of the substantially heightened capex requirements.”

Manitoba Hydro is entering a period of extensive capital investment which will lead to unprecedented levels of debt financing. Manitoba Hydro will continue to take appropriate actions to ensure it remains a self-supporting corporation and that the contingent liability represented by Manitoba Hydro's debt does not materialize. This includes seeking the annual rate increases necessary to maintain financial ratios and rate stability for customers. Based on the financial outlook in MH14, the 3.95% proposed and indicative annual rate increases are the minimum required. As described in Tab 2 Section 2.3.6:

“Higher rate increases in the order of 5.5% to 6.0% for the next four years would be necessary to reduce the losses that are projected in the next 10 year period and maintain financial reserves at current levels. This would reduce the risk of the need for larger rate increases in the event of a significant drought or adverse financial conditions. Despite these risks, Manitoba Hydro has maintained the minimum proposed rate increases at the 3.95% level in consideration of customer sensitivity to rate increases.”

Manitoba Hydro's financial strength is fundamental and Manitoba Hydro agrees with the PUB when they found the following in Orders 116/08 and 43/13:

“It is the Board's understanding that rating agencies look prominently at MH's financial strength in assessing the credit rating of the Province. A weakening of the financial strength of MH would not be viewed favourably by those credit rating agencies and may have implications impacting the credit rating of the Province, making provincial borrowing more expensive. Such a development would not be in the public interest.”<sup>4</sup>

“The Board notes that Manitoba Hydro shares the benefit of the flow-through credit rating of the Province, which affords it preferential interest rates on its debt and access to funds to meet its major capital spending program. However, as its debt grows, there is a potential for Manitoba Hydro's financial condition to affect the credit rating of the Province. It is important that Manitoba Hydro remains a financially strong and viable organization.”<sup>5</sup>

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<sup>4</sup> Public Utilities Board of Manitoba Order 116/08; Page 130.

<sup>5</sup> Public Utilities Board of Manitoba Order 43/13; Page 23.

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<b>Subtopic:</b>	Rate Increases		
<b>Issue:</b>	Customers		

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

(A) MH states:

5. The following significant risks are associated with rate increases lower than 3.95%:

- i. Increased risk to customers of rate instability and rate shock;
- ii. Increased risk to customers of decreases in service and reliability;
- iii. **Increased borrowing requirements and associated financing costs, which will ultimately be recovered from customers;**
- iv. Potential negative implications to the Provincial credit rating and Manitoba Hydro's borrowing costs. [emphasis added]

**QUESTION:**

In reference to (A) above, and in item (iii), when MH uses the phrase "ultimately be recovered from customers", for greater clarity, please confirm that "customers" are the domestic customers of MH and not any export customers.

**RATIONALE FOR QUESTION:**

This Information Request seeks to confirm that MH will seek recovery of its increased borrowing requirements and associated financing costs from its domestic customers.

**RESPONSE:**

Manitoba Hydro confirms that the statement in the question was made with respect to the recovery of financing costs from domestic customers. As is outlined in response to MMF/MH-I-1a, all facilities that Manitoba Hydro invests in are built to ultimately serve Manitoba domestic load and as such, the costs of such facilities must be recovered from domestic customers. However, export sales provide an outlet for Manitoba Hydro's excess electricity and a revenue stream that helps keep electricity rates in Manitoba amongst the lowest in North America.

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<b>Topic:</b>	Application Overview and Reasons for Application		
<b>Subtopic:</b>	Rate Increases		
<b>Issue:</b>	Customers		

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

(A) MH states:

5. The following significant risks are associated with rate increases lower than 3.95%:

- i. Increased risk to customers of rate instability and rate shock;
- ii. Increased risk to customers of decreases in service and reliability;
- iii. **Increased borrowing requirements and associated financing costs, which will ultimately be recovered from customers;**
- iv. Potential negative implications to the Provincial credit rating and Manitoba Hydro's borrowing costs. [emphasis added]

**QUESTION:**

If the confirmation sought in a) is not provided, please provide a detailed explanation of the term "customers" in item (iii) in the above quoted passage.

**RATIONALE FOR QUESTION:**

This Information Request seeks to confirm that MH will seek recovery of its increased borrowing requirements and associated financing costs from its domestic customers.

**RESPONSE:**

Please see the response to MMF/MH-I-3a.

<b>Section:</b>	(A) Tab 2 (B) Tab 2 (C) Tab 2 (D) Appendix 11.11 (E) Appendix 11.17	<b>Page No.:</b>	(A) 4 of 49 (B) 6 of 49 (C) 7 of 49 (D) all (E) all
<b>Topic:</b>	Application Overview and Reasons for Application		
<b>Subtopic:</b>	Rate Increase		
<b>Issue:</b>	Net Income		

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

(A) MH states:

7. The proposed 3.95% rate increases are the minimum that are required to maintain:

- i. A reliable energy supply to Manitobans, to which they are accustomed, and fund Power Smart Programs to assist customers in meeting their energy needs.
- ii. Rate stability and manage the deterioration in the Corporation's financial strength during the period of extensive capital investments.
- iii. Manitoba Hydro's 2015/16 and 2016/17 net income and financial ratios at acceptable levels. [emphasis added]**

(B) MH states:

In the last decade, export sales have contributed \$5.2 billion in revenues to Manitoba Hydro. These revenues are used to keep rates low for Manitobans.

(C) MH further notes, in Figure 2.2, that almost one third of total electric revenues from 2015 - 2014 were from export revenues.

**QUESTION:**

In reference to (A) through (E) above, please confirm that the quantum of net income and financial ratios can be significantly impacted by the quantum of export revenue in any particular year.

**RATIONALE FOR QUESTION:**

The information is required to examine the impact export revenue has on domestic revenue requirement.

**RESPONSE:**

Confirmed. The following figure (Appendix 3.3, Figure 16-2: Variability of Net Interchange Revenue, page 25) shows the potential deviation in any one year from average net extraprovincial revenues (extraprovincial revenues net of water rentals and fuel and power purchased) projected in MH14.

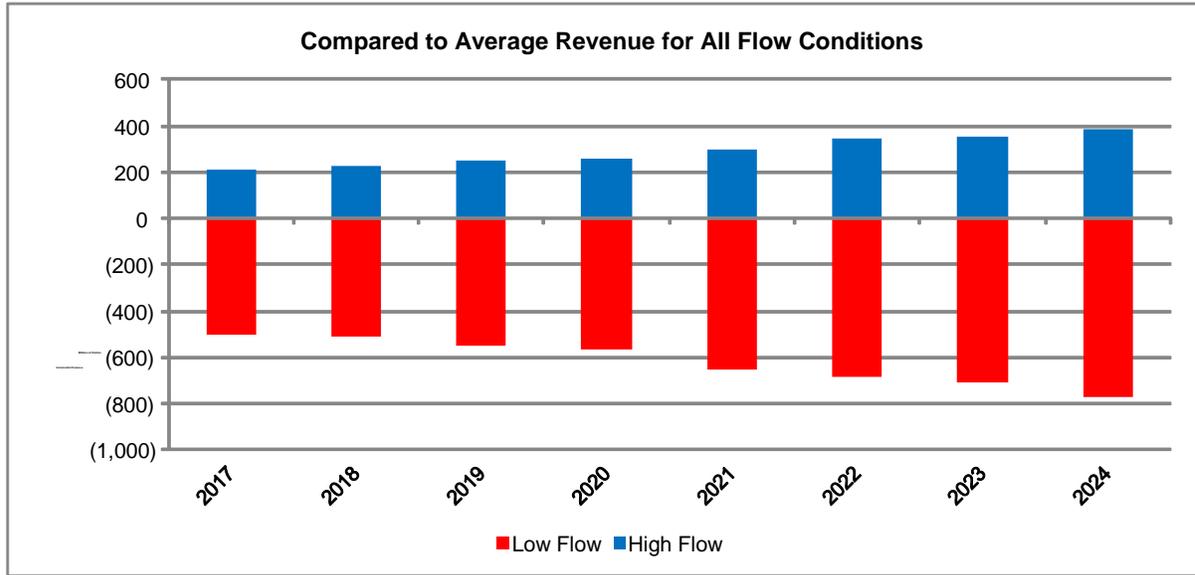
In 2017 for example, net extraprovincial revenue could be reduced by as much as \$500 million compared to the MH14 average due to water flows occurring equal to the lowest on record and results in an equal reduction of net income. In addition to the reduction of net extraprovincial revenue, finance expense will increase by approximately \$11 million due to the need to borrow an additional \$500 million to fund operations and base capital spending and causes a further reduction to net income.

In the same year (2017), water flows equal to the highest on record could result in a \$200 million increase to net extraprovincial revenue compared to the MH14 average and an equal increase to net income. In addition, finance expense would be approximately lower by \$5 million due lower borrowing requirements.

The downside risk of water flows is greater than the upside for the following reasons:

- Under low water flows, opportunity sales are lower and thermal and power purchase costs are higher to replace the lost dependable generation; and
- Under high water flows, each generating station has a maximum capacity and water flows that would enable generation above that capacity must be spilled.

It can be seen that over time, the deviation from average increases due to inflationary and real price increase projected in the forecast of electricity export prices and thermal fuel costs.



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<b>Topic:</b>	Application Overview and Reasons for Application		
<b>Subtopic:</b>	Rate Increase		
<b>Issue:</b>	Net Income		

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

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7. The proposed 3.95% rate increases are the minimum that are required to maintain:

- i. A reliable energy supply to Manitobans, to which they are accustomed, and fund Power Smart Programs to assist customers in meeting their energy needs.
- ii. Rate stability and manage the deterioration in the Corporation's financial strength during the period of extensive capital investments.
- iii. Manitoba Hydro's 2015/16 and 2016/17 net income and financial ratios at acceptable levels. [emphasis added]**

(B) MH states:

In the last decade, export sales have contributed \$5.2 billion in revenues to Manitoba Hydro. These revenues are used to keep rates low for Manitobans.

(C) MH further notes, in Figure 2.2, that almost one third of total electric revenues from 2015 - 2014 were from export revenues.

**QUESTION:**

If the confirmation sought in a) is not provided, please provide references to the GRA that demonstrate that the quantum of net income and financial ratios are not impacted by the quantum of export revenue in any particular year.

**RATIONALE FOR QUESTION:**

The information is required to examine the impact export revenue has on domestic revenue requirement.

**RESPONSE:**

Manitoba Hydro's response to MMF/MH-I-4a confirms that net extraprovincial revenues have a significant impact on net income and ratios in any particular year. Other components of net income, such as operating and carrying costs (finance expense, depreciation and amortization expense, and capital taxes) are relatively fixed once an asset goes into service. However, finance expense and capital taxes are impacted to the extent that a change in net extraprovincial revenue impacts cash flow from operations and changes the borrowing requirements to fund operations and base capital expenditures and the associated finance expense.

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<b>Topic:</b>	Application Overview		
<b>Subtopic:</b>	MH Corporate Profile		
<b>Issue:</b>	Customer Satisfaction		

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

MH provides Figure 2.4 which compares CEA customer satisfaction average to MH's customer satisfaction statistics, and on that basis asserts that MH is a leader in customer satisfaction and states: "As an industry leader in customer satisfaction..."

**QUESTION:**

Please confirm that MH has the highest ratings in customer service, in the industry.

**RATIONALE FOR QUESTION:**

This Information Request seeks to determine whether MH is "An industry leader in customer satisfaction".

**RESPONSE:**

Based on the 2013 Canadian Electricity Association's (CEA) *Public Attitudes Research* Customer Satisfaction Index (the most current data available), Manitoba Hydro's performance continues to exceed the national average by a significant lead and be among the leading utilities on a province-to-province basis. Similarly, based on the 2013 CEA Public Attitudes findings for approximately thirty service satisfaction related measures, Manitoba Hydro's performance continues to exceed the national average by a significant lead and be among the leading utilities on a province-to-province basis for nearly all the measures.

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<b>Issue:</b>	Customer Satisfaction		

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MH provides Figure 2.4 which compares CEA customer satisfaction average to MH's customer satisfaction statistics, and on that basis asserts that MH is a leader in customer satisfaction and states: "As an industry leader in customer satisfaction..."

**QUESTION:**

If the confirmation in a) above is not provided, please provide evidence to demonstrate that MH does not have the highest customer service rating in the industry.

**RATIONALE FOR QUESTION:**

This Information Request seeks to determine whether MH is "An industry leader in customer satisfaction".

**RESPONSE:**

Please see response to MMF/MH-I-5a.

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MH provides Figure 2.4 which compares CEA customer satisfaction average to MH's customer satisfaction statistics, and on that basis asserts that MH is a leader in customer satisfaction and states: "As an industry leader in customer satisfaction..."

**QUESTION:**

Please confirm that, with respect to customer service, higher than national average for Canadian electric utilities, does not equate to having the highest ratings.

**RATIONALE FOR QUESTION:**

This Information Request seeks to determine whether MH is "An industry leader in customer satisfaction".

**RESPONSE:**

Confirmed, however they are correlated.

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<b>Issue:</b>	Customer Satisfaction		

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

MH provides Figure 2.4 which compares CEA customer satisfaction average to MH's customer satisfaction statistics, and on that basis asserts that MH is a leader in customer satisfaction and states: "As an industry leader in customer satisfaction..."

**QUESTION:**

As MH appears to rely on a CEA report to make its assertions, please provide a copy of the CEA report, on which MH relies, in order to validate its claims.

**RATIONALE FOR QUESTION:**

This Information Request seeks to determine whether MH is "An industry leader in customer satisfaction".

**RESPONSE:**

The 2013 Public Attitudes Study was commissioned by CEA and any results are provided to the Corporate Utility Members in confidence. As such, without the express consent of the CEA, other CEA members and the other companies and jurisdictions to which the comparisons apply, Manitoba Hydro is not in a position to disclose the report.

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

MH provides Figure 2.4 which compares CEA customer satisfaction average to MH's customer satisfaction statistics, and on that basis asserts that MH is a leader in customer satisfaction and states: "As an industry leader in customer satisfaction..."

**QUESTION:**

If MH does not provide a copy of the report requested in d) above, please confirm that the Board and interveners only have MH's representations of that report to rely on and are unable to test those representations.

**RATIONALE FOR QUESTION:**

This Information Request seeks to determine whether MH is "An industry leader in customer satisfaction".

**RESPONSE:**

Not confirmed. The CEA results are collaborated by other recent, similar studies:

- Harris/Decima EquiTrend® Brands of the Year for 2012; and
- J.D. Power and Associates' Canadian Electric Utility Residential Customer Satisfaction 2010 Study

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

MH provides Figure 2.4 which compares CEA customer satisfaction average to MH's customer satisfaction statistics, and on that basis asserts that MH is a leader in customer satisfaction and states: "As an industry leader in customer satisfaction..."

**QUESTION:**

If the confirmation sought in e) is not provided, please clarify how the Board and interveners can test MH's representations about the report requested in d) above.

**RATIONALE FOR QUESTION:**

This Information Request seeks to determine whether MH is "An industry leader in customer satisfaction".

**RESPONSE:**

Please see response to MMF/MH-I-5e.

<b>Section:</b>	(A) Tab 2 (B) Tab 6	<b>Page No.:</b>	(A) 10 - 11 of 49 (B) 17 of 21
<b>Topic:</b>	Application Overview & Reasons for Application		
<b>Subtopic:</b>	Rate Increase		
<b>Issue:</b>	(A) Comparison of Electricity Rates Across Jurisdictions, (B) Figure 6.5 "Utility Rate Changes"		

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

In reference to (A) and (B) above, MH indicates its Figure 6.5 is "based on the Edison Electric Institute Survey and compares the average price per kWh (in Canadian \$) for the various utilities."

**QUESTION:**

In reference to (B) above and the quote in the preamble, please confirm that Figure 6.5 is not necessarily a reliable source of information in respect of utility rate changes for the utilities shown and years shown.

**RATIONALE FOR QUESTION:**

To confirm the accuracy of the utility rate changes, provided by MH in its application, for various other utilities.

**RESPONSE:**

Not confirmed. Manitoba Hydro would like to clarify the statement in the preamble with regard to the sources of information contained in Figure 6.5 found on page 17 of Tab 6.

As stated in the footnote at the bottom of Figure 6.5, the data obtained from the Edison Electric Institute Survey is only used in the determination of the "Current Rate Index" shown in the last column of the table. All other rate change information for Canadian utilities, found in all other columns in the table, has been compiled by Manitoba Hydro from various sources as described below. The cumulative rate changes shown in the "Cumulative" column

in Figure 6.5 was calculated by Manitoba Hydro staff based upon the rate change information obtained as described below, and not from the Edison Electric Institute Survey.

Manitoba Hydro routinely and periodically maintains surveillance of rate changes and regulatory developments regarding utilities in other jurisdictions. This information is obtained from a variety of sources, which may include regulatory decisions and orders from other jurisdictions, news releases from electric utilities, government agencies and regulators, and information found in annual reports from utilities. Some of this information is incorporated into the General Rate Application materials to provide additional context as to the current state of electric utility rates and related impacts on customer bills across the electric utility industry.

Manitoba Hydro prepares an annual “Survey of Canadian Electricity Bills” which is provided free of charge to the public upon request. This survey (provided as Appendix 6.14 to the Application) is conducted by Manitoba Hydro staff by contacting their counterparts at other Canadian utilities to obtain rate and bill analysis to be compiled in the Survey. Manitoba Hydro is aware that Hydro Quebec also produces a “Comparison of Electricity Prices in Major North American Cities” on an annual basis as well.

On an ongoing basis, Manitoba Hydro also utilizes information from other utility industry organizations and government agencies, as noted on Page 18 of Tab 6 of this Application. The Edison Electric Institute (EEI) and the United States Department of Energy (DOE) are examples of two such information sources. The use of available industry information from sources such as the EEI and DOE is a cost effective and efficient way of obtaining rate and bill impact information across the electric utility industry.

The following table identifies regulatory decisions that Manitoba Hydro has utilized in the collection of electric rate information for various Canadian utilities, and contains the web links to those documents.

	<b>Hydro Quebec</b>
2007	<a href="http://www.regie-energie.qc.ca/audiences/3610-06/Summary_D2007-12.pdf">http://www.regie-energie.qc.ca/audiences/3610-06/Summary_D2007-12.pdf</a>
2008	<a href="http://www.regie-energie.qc.ca/audiences/decisions/D-2008-024.pdf">http://www.regie-energie.qc.ca/audiences/decisions/D-2008-024.pdf</a>
2009	<a href="http://www.regie-energie.qc.ca/audiences/decisions/D-2009-016.pdf">http://www.regie-energie.qc.ca/audiences/decisions/D-2009-016.pdf</a>
2010	<a href="http://www.regie-energie.qc.ca/audiences/decisions/D-2010-035.pdf">http://www.regie-energie.qc.ca/audiences/decisions/D-2010-035.pdf</a>
2011	<a href="http://www.regie-energie.qc.ca/audiences/decisions/D-2011-036.pdf">http://www.regie-energie.qc.ca/audiences/decisions/D-2011-036.pdf</a>
2012	<a href="http://publicsde.regie-energie.qc.ca/projets/40/DocPrj/R-3776-2011-A-0060-DEC-DEC-2012_03_28.pdf">http://publicsde.regie-energie.qc.ca/projets/40/DocPrj/R-3776-2011-A-0060-DEC-DEC-2012_03_28.pdf</a>
2013	<a href="http://publicsde.regie-energie.qc.ca/projets/80/DocPrj/R-3814-2012-A-0073-DEC-DEC-2013_03_22.pdf">http://publicsde.regie-energie.qc.ca/projets/80/DocPrj/R-3814-2012-A-0073-DEC-DEC-2013_03_22.pdf</a>
2014	<a href="http://publicsde.regie-energie.qc.ca/projets/222/DocPrj/R-3854-2013-A-0075-Dec-Dec-2014_03_25.pdf">http://publicsde.regie-energie.qc.ca/projets/222/DocPrj/R-3854-2013-A-0075-Dec-Dec-2014_03_25.pdf</a>
2015	<a href="http://publicsde.regie-energie.qc.ca/projets/282/DocPrj/R-3905-2014-A-0075-Dec-Dec-2015_03_09.pdf">http://publicsde.regie-energie.qc.ca/projets/282/DocPrj/R-3905-2014-A-0075-Dec-Dec-2015_03_09.pdf</a>

	<b>BC Hydro</b>
2007	<a href="https://www.bchydro.com/content/dam/hydro/medialib/internet/documents/info/pdf/info_2007_annual_report_pdf">https://www.bchydro.com/content/dam/hydro/medialib/internet/documents/info/pdf/info_2007_annual_report_pdf</a> (p. 39)
2008	<a href="https://www.bchydro.com/content/dam/hydro/medialib/internet/documents/info/pdf/info_annual_report_2008.pdf">https://www.bchydro.com/content/dam/hydro/medialib/internet/documents/info/pdf/info_annual_report_2008.pdf</a> (p. 33) <a href="https://www.bchydro.com/content/dam/hydro/medialib/internet/documents/annual_report/2009_annual_report.pdf">https://www.bchydro.com/content/dam/hydro/medialib/internet/documents/annual_report/2009_annual_report.pdf</a> (p.55)
2009	<a href="https://www.bchydro.com/content/dam/hydro/medialib/internet/documents/annual_report/2009_annual_report.pdf">https://www.bchydro.com/content/dam/hydro/medialib/internet/documents/annual_report/2009_annual_report.pdf</a> (p. 55)
2010	<a href="https://www.bchydro.com/news/conservation/2010/cobb_rates_update.html">https://www.bchydro.com/news/conservation/2010/cobb_rates_update.html</a> <a href="https://www.bchydro.com/content/dam/hydro/medialib/internet/documents/annual_report/2011_BCH_AnnualReport.pdf">https://www.bchydro.com/content/dam/hydro/medialib/internet/documents/annual_report/2011_BCH_AnnualReport.pdf</a> (p. 40)
2011	<a href="https://www.bchydro.com/content/dam/hydro/medialib/internet/documents/annual_report/2012_BCH_AnnualReport.pdf">https://www.bchydro.com/content/dam/hydro/medialib/internet/documents/annual_report/2012_BCH_AnnualReport.pdf</a> (p. 35)
2012	<a href="https://www.bchydro.com/content/dam/hydro/medialib/internet/documents/annual_report/2012_BCH_AnnualReport.pdf">https://www.bchydro.com/content/dam/hydro/medialib/internet/documents/annual_report/2012_BCH_AnnualReport.pdf</a> (p. 35)
2013	<a href="https://www.bchydro.com/content/dam/hydro/medialib/internet/documents/annual_report/2012_BCH_AnnualReport.pdf">https://www.bchydro.com/content/dam/hydro/medialib/internet/documents/annual_report/2012_BCH_AnnualReport.pdf</a> (p. 35)

	<b>BC Hydro</b>
2014	<a href="https://www.bchydro.com/content/dam/BCHydro/customer-portal/documents/corporate/accountability-reports/financial-reports/annual-reports/bc-hydro-annual-report-2014.pdf">https://www.bchydro.com/content/dam/BCHydro/customer-portal/documents/corporate/accountability-reports/financial-reports/annual-reports/bc-hydro-annual-report-2014.pdf</a> (p. 60)
2015	<a href="https://www.bchydro.com/content/dam/BCHydro/customer-portal/documents/corporate/accountability-reports/financial-reports/annual-reports/bc-hydro-annual-report-2014.pdf">https://www.bchydro.com/content/dam/BCHydro/customer-portal/documents/corporate/accountability-reports/financial-reports/annual-reports/bc-hydro-annual-report-2014.pdf</a> (p. 60)

	<b>SaskPower</b>
2007	<a href="http://www.saskratereview.ca/index.php?option=com_content&amp;view=article&amp;id=17&amp;Itemid=16">http://www.saskratereview.ca/index.php?option=com_content&amp;view=article&amp;id=17&amp;Itemid=16</a>
2009	<a href="http://www.saskratereview.ca/images/docs/srrp_Final_LTS_042709.pdf">http://www.saskratereview.ca/images/docs/srrp_Final_LTS_042709.pdf</a>
2010	<a href="http://www.saskratereview.ca/images/docs/srrp_final_report%20.pdf">http://www.saskratereview.ca/images/docs/srrp_final_report%20.pdf</a>
2013	<a href="http://www.saskratereview.ca/images/docs/saskpower-2012/srrp-saskpower-media-release-nov-posting.pdf">http://www.saskratereview.ca/images/docs/saskpower-2012/srrp-saskpower-media-release-nov-posting.pdf</a>
2014	<a href="http://www.saskpower.com/accounts-and-services/power-rates/rate-application/?linkid=MM_2014_rate_application">http://www.saskpower.com/accounts-and-services/power-rates/rate-application/?linkid=MM_2014_rate_application</a>
2015	<a href="http://www.saskpower.com/accounts-and-services/power-rates/rate-application/?linkid=MM_2014_rate_application">http://www.saskpower.com/accounts-and-services/power-rates/rate-application/?linkid=MM_2014_rate_application</a>

	<b>NB Power</b>
2007	<a href="http://142.166.3.251/Documents/Decisions/Electricity/E/2008%2002%2022%20Board%20Decision%20E-final%20Disco%202007-004.pdf">http://142.166.3.251/Documents/Decisions/Electricity/E/2008%2002%2022%20Board%20Decision%20E-final%20Disco%202007-004.pdf</a>
2008	<a href="https://www.nbpower.com/html/en/about/media/media_release/pdfs/RateIncFeb29_08.pdf">https://www.nbpower.com/html/en/about/media/media_release/pdfs/RateIncFeb29_08.pdf</a>
2009	<a href="http://www.nbpower.com/html/en/about/regulatory/disco_pdfs/ThreePercent2009.pdf">http://www.nbpower.com/html/en/about/regulatory/disco_pdfs/ThreePercent2009.pdf</a>
2010	<a href="http://www.nbpower.com/html/en/about/regulatory/disco_pdfs/ThreePercent2010EN.pdf">http://www.nbpower.com/html/en/about/regulatory/disco_pdfs/ThreePercent2010EN.pdf</a>
2013	<a href="https://www.nbpower.com/html/en/about/media/media_release/2013/05-27-ENRateIncrease.html">https://www.nbpower.com/html/en/about/media/media_release/2013/05-27-ENRateIncrease.html</a>
2014	<a href="https://www.nbpower.com/html/en/about/media/media_release/2014/06-19-EN-RateIncrease.html">https://www.nbpower.com/html/en/about/media/media_release/2014/06-19-EN-RateIncrease.html</a>
2015	<a href="http://www.nbeub.ca/opt/M/browserecord.php?-action=browse&amp;-recid=457">http://www.nbeub.ca/opt/M/browserecord.php?-action=browse&amp;-recid=457</a>

	<b>NS Power</b>
2007	<a href="http://www.canlii.org/en/ns/nsuarb/doc/2007/2007nsuarb8/2007nsuarb8.html">http://www.canlii.org/en/ns/nsuarb/doc/2007/2007nsuarb8/2007nsuarb8.html</a>
2009	<a href="http://www.canlii.org/en/ns/nsuarb/doc/2008/2008nsuarb140/2008nsuarb140.html">http://www.canlii.org/en/ns/nsuarb/doc/2008/2008nsuarb140/2008nsuarb140.html</a>
2011	<a href="http://www.canlii.org/en/ns/nsuarb/doc/2010/2010nsuarb235/2010nsuarb235.html">http://www.canlii.org/en/ns/nsuarb/doc/2010/2010nsuarb235/2010nsuarb235.html</a>
2012	<a href="http://www.canlii.org/en/ns/nsuarb/doc/2011/2011nsuarb190/2011nsuarb190.html">http://www.canlii.org/en/ns/nsuarb/doc/2011/2011nsuarb190/2011nsuarb190.html</a> <a href="http://www.canlii.org/en/ns/nsuarb/doc/2011/2011nsuarb184/2011nsuarb184.html">http://www.canlii.org/en/ns/nsuarb/doc/2011/2011nsuarb184/2011nsuarb184.html</a>
2013	<a href="http://www.canlii.org/en/ns/nsuarb/doc/2012/2012nsuarb227/2012nsuarb227.html">http://www.canlii.org/en/ns/nsuarb/doc/2012/2012nsuarb227/2012nsuarb227.html</a>
2014	<a href="http://www.canlii.org/en/ns/nsuarb/doc/2012/2012nsuarb227/2012nsuarb227.html">http://www.canlii.org/en/ns/nsuarb/doc/2012/2012nsuarb227/2012nsuarb227.html</a>

<b>Section:</b>	(A) Tab 2 (B) Tab 6	<b>Page No.:</b>	(A) 10 - 11 of 49 (B) 17 of 21
<b>Topic:</b>	Application Overview & Reasons for Application		
<b>Subtopic:</b>	Rate Increase		
<b>Issue:</b>	(A) Comparison of Electricity Rates Across Jurisdictions, (B) Figure 6.5 "Utility Rate Changes"		

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

In reference to (A) and (B) above, MH indicates its Figure 6.5 is "based on the Edison Electric Institute Survey and compares the average price per kWh (in Canadian \$) for the various utilities."

**QUESTION:**

If the confirmation sought in a) is not provided, please provide corroborating hard evidence to demonstrate that Figure 6.5 is necessarily a reliable source of information in respect of utility rate changes for the utilities shown and years shown.

**RATIONALE FOR QUESTION:**

To confirm the accuracy of the utility rate changes, provided by MH in its application, for various other utilities.

**RESPONSE:**

Please see Manitoba Hydro's response to MMF/MH-I-6a.

<b>Section:</b>	(A) Tab 2 (B) Tab 6	<b>Page No.:</b>	(A) 10 - 11 of 49 (B) 17 of 21
<b>Topic:</b>	Application Overview & Reasons for Application		
<b>Subtopic:</b>	Rate Increase		
<b>Issue:</b>	(A) Comparison of Electricity Rates Across Jurisdictions, (B) Figure 6.5 "Utility Rate Changes"		

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

In reference to (A) and (B) above, MH indicates its Figure 6.5 is "based on the Edison Electric Institute Survey and compares the average price per kWh (in Canadian \$) for the various utilities."

**QUESTION:**

In reference to (A) above and the quote in the preamble, please confirm that the percentage rate changes shown in Figure 6.5 do not accord or align with similar rate changes noted in filings of other utilities.

**RATIONALE FOR QUESTION:**

To confirm the accuracy of the utility rate changes, provided by MH in its application, for various other utilities.

**RESPONSE:**

Please see Manitoba Hydro's response to MMF/MH-I-6a.

<b>Section:</b>	(A) Tab 2 (B) Tab 6	<b>Page No.:</b>	(A) 10 - 11 of 49 (B) 17 of 21
<b>Topic:</b>	Application Overview & Reasons for Application		
<b>Subtopic:</b>	Rate Increase		
<b>Issue:</b>	(A) Comparison of Electricity Rates Across Jurisdictions, (B) Figure 6.5 "Utility Rate Changes"		

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

In reference to (A) and (B) above, MH indicates its Figure 6.5 is "based on the Edison Electric Institute Survey and compares the average price per kWh (in Canadian \$) for the various utilities."

**QUESTION:**

If the confirmation sought in c) is not provided, please provide copies of all the rate filings from the utilities noted in Figure 6.5 that demonstrate that these filings entirely agree with the percentage change figures provided in Figure 6.5.

**RATIONALE FOR QUESTION:**

To confirm the accuracy of the utility rate changes, provided by MH in its application, for various other utilities.

**RESPONSE:**

Please see Manitoba Hydro's response to MMF/MH-I-6a.

<b>Section:</b>	(A) Tab 2 (B) Tab 6	<b>Page No.:</b>	(A) 10 - 11 of 49 (B) 17 of 21
<b>Topic:</b>	Application Overview & Reasons for Application		
<b>Subtopic:</b>	Rate Increase		
<b>Issue:</b>	(A) Comparison of Electricity Rates Across Jurisdictions, (B) Figure 6.5 "Utility Rate Changes"		

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

In reference to (A) and (B) above, MH indicates its Figure 6.5 is "based on the Edison Electric Institute Survey and compares the average price per kWh (in Canadian \$) for the various utilities."

**QUESTION:**

In reference to (B) above and the quote in the preamble, please confirm that Edison Electric Institute is based in the U.S.

**RATIONALE FOR QUESTION:**

To confirm the accuracy of the utility rate changes, provided by MH in its application, for various other utilities.

**RESPONSE:**

The Edison Electric Institute (EEI) is an electric utility association that has primary membership comprised of all U.S. investor-owned electric companies, with Affiliate Membership of 70 international electric companies and Associate Membership of 270 industry suppliers and related organization. It is headquartered in Washington, D.C.

<b>Section:</b>	(A) Tab 2 (B) Tab 6	<b>Page No.:</b>	(A) 10 - 11 of 49 (B) 17 of 21
<b>Topic:</b>	Application Overview & Reasons for Application		
<b>Subtopic:</b>	Rate Increase		
<b>Issue:</b>	(A) Comparison of Electricity Rates Across Jurisdictions, (B) Figure 6.5 "Utility Rate Changes"		

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

In reference to (A) and (B) above, MH indicates its Figure 6.5 is "based on the Edison Electric Institute Survey and compares the average price per kWh (in Canadian \$) for the various utilities."

**QUESTION:**

In reference to (B) above and the quote in the preamble, please clarify why MH is relying on a US based firm to provide data used to compare rate changes for Canadian utilities.

**RATIONALE FOR QUESTION:**

To confirm the accuracy of the utility rate changes, provided by MH in its application, for various other utilities.

**RESPONSE:**

Please see Manitoba Hydro's response to MMF/MH-I-6a.

<b>Section:</b>	(A) Tab 2 (B) Tab 6	<b>Page No.:</b>	(A) 10 - 11 of 49 (B) 17 of 21
<b>Topic:</b>	Application Overview & Reasons for Application		
<b>Subtopic:</b>	Rate Increase		
<b>Issue:</b>	(A) Comparison of Electricity Rates Across Jurisdictions, (B) Figure 6.5 "Utility Rate Changes"		

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

In reference to (A) and (B) above, MH indicates its Figure 6.5 is "based on the Edison Electric Institute Survey and compares the average price per kWh (in Canadian \$) for the various utilities."

**QUESTION:**

Please confirm that there are Canadian studies available to compare rate changes for Canadian utilities.

**RATIONALE FOR QUESTION:**

To confirm the accuracy of the utility rate changes, provided by MH in its application, for various other utilities.

**RESPONSE:**

Please see Manitoba Hydro's response to MMF/MH-I-6a.

<b>Section:</b>	(A) Tab 2 (B) Tab 6	<b>Page No.:</b>	(A) 10 - 11 of 49 (B) 17 of 21
<b>Topic:</b>	Application Overview & Reasons for Application		
<b>Subtopic:</b>	Rate Increase		
<b>Issue:</b>	(A) Comparison of Electricity Rates Across Jurisdictions, (B) Figure 6.5 "Utility Rate Changes"		

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

In reference to (A) and (B) above, MH indicates its Figure 6.5 is "based on the Edison Electric Institute Survey and compares the average price per kWh (in Canadian \$) for the various utilities."

**QUESTION:**

If the confirmation sought in g) is not provided, please state that MH is not aware of Canadian studies available to compare rate changes for Canadian utilities.

**RATIONALE FOR QUESTION:**

To confirm the accuracy of the utility rate changes, provided by MH in its application, for various other utilities.

**RESPONSE:**

Please see Manitoba Hydro's response to MMF/MH-I-6a.

<b>Section:</b>	(A) Tab 2 (B) Tab 6	<b>Page No.:</b>	(A) 10 - 11 of 49 (B) 17 of 21
<b>Topic:</b>	Application Overview & Reasons for Application		
<b>Subtopic:</b>	Rate Increase		
<b>Issue:</b>	(A) Comparison of Electricity Rates Across Jurisdictions, (B) Figure 6.5 "Utility Rate Changes"		

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

In reference to (A) and (B) above, MH indicates its Figure 6.5 is "based on the Edison Electric Institute Survey and compares the average price per kWh (in Canadian \$) for the various utilities."

**QUESTION:**

In reference to (B) above and the quote in the preamble, please provide a copy of the Edison Electric Institute Survey so that the Board and interveners can confirm that the data was properly replicated and/or translated from the study to Figure 6.5.

**RATIONALE FOR QUESTION:**

To confirm the accuracy of the utility rate changes, provided by MH in its application, for various other utilities.

**RESPONSE:**

The requested report is copyrighted by the Edison Electric Institute and is intended for limited distribution to member companies and is not intended for public release. Should the PUB wish to confirm that the data was properly replicated and/or translated from the study to Figure 6.5, Manitoba Hydro could make a copy available for the PUB's review.

Please see Manitoba Hydro's response to MMF/MH-I-6a for a discussion on Manitoba Hydro's comparison of rate changes for Canadian utilities.

<b>Section:</b>	Tab 3, App. 3.1	<b>Page No.:</b>	11
<b>Topic:</b>	Integrated Financial Forecast & Economic Outlook		
<b>Subtopic:</b>	2014 Economic Outlook		
<b>Issue:</b>	Labour Rates		

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

(A) MH states:

Manitoba’s labour market is expected to tighten in the medium term, due to anticipated expansions in the construction and mining industry, putting upward pressure on wage rates.

**QUESTION:**

In reference to (A), please confirm that the above quoted passage has no quantitative analysis associated with it to support this statement.

**RATIONALE FOR QUESTION:**

MH seems to suggest a tightening of the market for construction labour but it is not clear if this position contemplates the recent significant reduction in oil price and its effect on capital spending forecasts for 2015 in the Canadian and US oil sectors.

**RESPONSE:**

Not confirmed.

Manitoba Hydro’s forecast of disposable income in Manitoba is based on a consensus forecast of several independent forecasters, which is illustrated in a chart and detailed within a table on page 11 of the Economic Outlook.

As illustrated in the chart, an increase in real disposable income is expected to occur in the short run from 1.2% to a long run average of 2.2%. The explanation for this increase is provided in the adjacent paragraph, that there is anticipated growth in construction, mining

and general robust growth in the macro-economy causing an upward pressure on wage rates, thus increasing real household disposable income.

<b>Section:</b>	Tab 3, App. 3.1	<b>Page No.:</b>	11
<b>Topic:</b>	Integrated Financial Forecast & Economic Outlook		
<b>Subtopic:</b>	2014 Economic Outlook		
<b>Issue:</b>	Labour Rates		

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

(A) MH states:

Manitoba's labour market is expected to tighten in the medium term, due to anticipated expansions in the construction and mining industry, putting upward pressure on wage rates.

**QUESTION:**

If the confirmation sought in a) is not provided, please provide the quantitative analysis developed, used and relied on by MH to make the conclusion that the labour market is expected to tighten.

**RATIONALE FOR QUESTION:**

MH seems to suggest a tightening of the market for construction labour but it is not clear if this position contemplates the recent significant reduction in oil price and its effect on capital spending forecasts for 2015 in the Canadian and US oil sectors.

**RESPONSE:**

Please see the response to MMF/MH-I-7a.

<b>Section:</b>	Tab 3, App. 3.1	<b>Page No.:</b>	11
<b>Topic:</b>	Integrated Financial Forecast & Economic Outlook		
<b>Subtopic:</b>	2014 Economic Outlook		
<b>Issue:</b>	Labour Rates		

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

(A) MH states:

Manitoba's labour market is expected to tighten in the medium term, due to anticipated expansions in the construction and mining industry, putting upward pressure on wage rates.

**QUESTION:**

If the MH does not provide quantitative analysis developed, used and relied on by it to make the conclusion that the labour market is expected to tighten as requested in b), please acknowledge that MH does not have such quantitative analysis.

**RATIONALE FOR QUESTION:**

MH seems to suggest a tightening of the market for construction labour but it is not clear if this position contemplates the recent significant reduction in oil price and its effect on capital spending forecasts for 2015 in the Canadian and US oil sectors.

**RESPONSE:**

Please see the response to MMF/MH-I-7a.

<b>Section:</b>	Tab 3, App. 3.1	<b>Page No.:</b>	11
<b>Topic:</b>	Integrated Financial Forecast & Economic Outlook		
<b>Subtopic:</b>	2014 Economic Outlook		
<b>Issue:</b>	Labour Rates		

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

(A) MH states:

Manitoba's labour market is expected to tighten in the medium term, due to anticipated expansions in the construction and mining industry, putting upward pressure on wage rates.

**QUESTION:**

Please confirm that, since the "Spring 2014" release of the "Economic Outlook - 2014 - 2035" (App. 3.1), there have been changes to fundamental factors that will influence the construction labour market, including the significant reduction in crude oil price.

**RATIONALE FOR QUESTION:**

MH seems to suggest a tightening of the market for construction labour but it is not clear if this position contemplates the recent significant reduction in oil price and its effect on capital spending forecasts for 2015 in the Canadian and US oil sectors.

**RESPONSE:**

Not confirmed. As stated in the Economic Outlook 2014, the labour market in Manitoba is expected to tighten in the medium term due in part to construction activities and also the robust growth in the Manitoba economy as a whole. The diversity of the Manitoba Economy means that oil prices have no noticeable impact on projected construction activity within the province.

<b>Section:</b>	Tab 3, App. 3.1	<b>Page No.:</b>	11
<b>Topic:</b>	Integrated Financial Forecast & Economic Outlook		
<b>Subtopic:</b>	2014 Economic Outlook		
<b>Issue:</b>	Labour Rates		

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

(A) MH states:

Manitoba's labour market is expected to tighten in the medium term, due to anticipated expansions in the construction and mining industry, putting upward pressure on wage rates.

**QUESTION:**

If the confirmation sought in d) is not provided, please provide the passages, tables and calculations in the "Spring 2014" release of the "Economic Outlook - 2014 - 2035" (App. 3.1), that demonstrated that this document fully accounted for the reduction of oil price experienced in 2014 and into 2015.

**RATIONALE FOR QUESTION:**

MH seems to suggest a tightening of the market for construction labour but it is not clear if this position contemplates the recent significant reduction in oil price and its effect on capital spending forecasts for 2015 in the Canadian and US oil sectors.

**RESPONSE:**

Please see the responses to MMF/MH-I-7a and MMF/MH-I-7d.

<b>Section:</b>	Tab 3, App. 3.1	<b>Page No.:</b>	11
<b>Topic:</b>	Integrated Financial Forecast & Economic Outlook		
<b>Subtopic:</b>	2014 Economic Outlook		
<b>Issue:</b>	Labour Rates		

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

(A) MH states:

Manitoba's labour market is expected to tighten in the medium term, due to anticipated expansions in the construction and mining industry, putting upward pressure on wage rates.

**QUESTION:**

In reference to (A), please confirm that the above quoted passage did not contemplate the recent significant reduction in oil price and the subsequent massive reductions in capital spending forecasts for 2015 in the Canadian and US oil sectors.

**RATIONALE FOR QUESTION:**

MH seems to suggest a tightening of the market for construction labour but it is not clear if this position contemplates the recent significant reduction in oil price and its effect on capital spending forecasts for 2015 in the Canadian and US oil sectors.

**RESPONSE:**

Please see the responses to MMF/MH-I-7a and MMF/MH-I-7d.

<b>Section:</b>	Tab 3, App. 3.1	<b>Page No.:</b>	11
<b>Topic:</b>	Integrated Financial Forecast & Economic Outlook		
<b>Subtopic:</b>	2014 Economic Outlook		
<b>Issue:</b>	Labour Rates		

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

(A) MH states:

Manitoba's labour market is expected to tighten in the medium term, due to anticipated expansions in the construction and mining industry, putting upward pressure on wage rates.

**QUESTION:**

If the confirmation sought in (f) is not provided, please provide the quantitative analysis developed, used and relied on by MH that demonstrates the inclusion of the release of construction resources from the oil and related sectors.

**RATIONALE FOR QUESTION:**

MH seems to suggest a tightening of the market for construction labour but it is not clear if this position contemplates the recent significant reduction in oil price and its effect on capital spending forecasts for 2015 in the Canadian and US oil sectors.

**RESPONSE:**

Please see the responses to MMF/MH-I-7a and MMF/MH-I-7d.

<b>Section:</b>	Tab 3, App. 3.1	<b>Page No.:</b>	11
<b>Topic:</b>	Integrated Financial Forecast & Economic Outlook		
<b>Subtopic:</b>	2014 Economic Outlook		
<b>Issue:</b>	Labour Rates		

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

(A) MH states:

Manitoba's labour market is expected to tighten in the medium term, due to anticipated expansions in the construction and mining industry, putting upward pressure on wage rates.

**QUESTION:**

If the MH does not provide quantitative analysis developed, used and relied on by it that demonstrates the inclusion of the release of construction resources from the oil and related sectors, please acknowledge that MH does not have such quantitative analysis.

**RATIONALE FOR QUESTION:**

MH seems to suggest a tightening of the market for construction labour but it is not clear if this position contemplates the recent significant reduction in oil price and its effect on capital spending forecasts for 2015 in the Canadian and US oil sectors.

**RESPONSE:**

Please see the responses to MMF/MH-I-7a and MMF/MH-I-7d.

<b>Section:</b>	Tab 3, App. 3.3	<b>Page No.:</b>	iii
<b>Topic:</b>	Integrated Financial Forecast & Economic Outlook		
<b>Subtopic:</b>	IFF14		
<b>Issue:</b>	Rate affordability		

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

(A) MH states:

The major factors contributing to the need for the 3.95% rate increases are the expenditures that are necessary to meet the growing electricity requirements of the Province and the requirement to replace distribution, transmission and substation assets that were installed up to 60 years ago. The aging infrastructure issue is facing all utilities in North America and is resulting in considerably higher rate increases than are being projected in Manitoba. For this reason, even with the rate increases being projected in IFF14, it is expected that **Manitoba's domestic electricity customers will continue to have rates that are affordable** and competitive with other utilities in North America.

**QUESTION:**

In reference to (A) above, please confirm that none of the following demonstrate that "Manitoba's domestic electricity customers will continue to have rates that are **affordable**",

- i. growing electricity requirements of the Province
- ii. requirement to replace distribution, transmission and substation assets
- iii. aging infrastructure facing all utilities in North America

as noted in the quoted passage from MH.

**RATIONALE FOR QUESTION:**

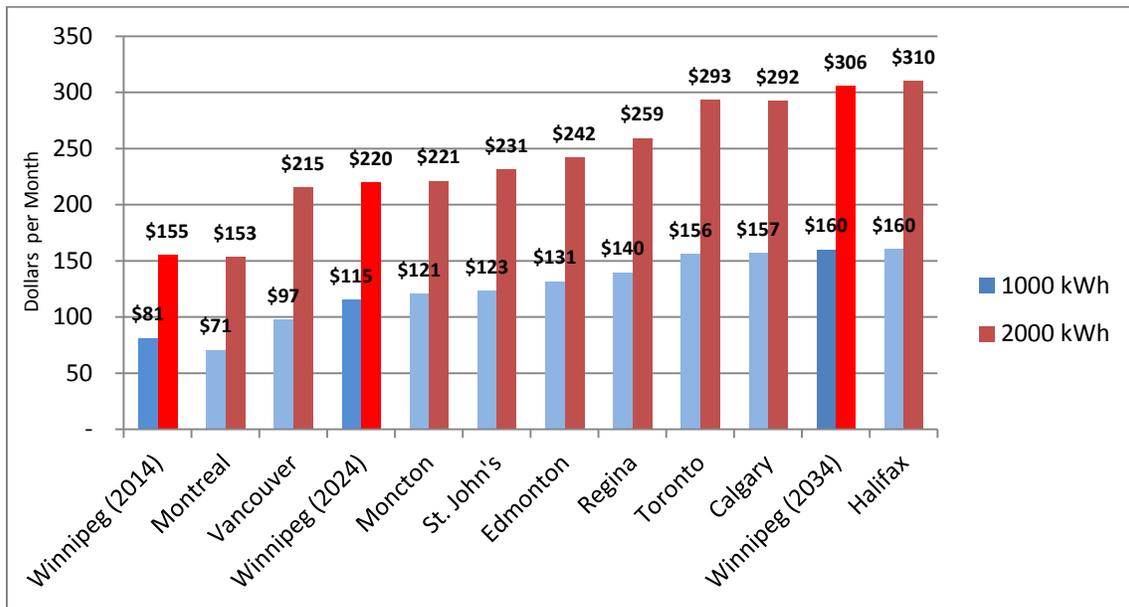
To clarify MH's position as to why the aforementioned factors listed in a) demonstrate affordable rates for MH's domestic customers.

**RESPONSE:**

Not confirmed. Manitoba Hydro is not the only utility facing increased electricity growth or dealing with aging infrastructure which needs to be replaced. Generally speaking, most if not all North American utilities are facing these issues which in turn translate into the need to increase rates. This is explained in more detail in Tab 6, pages 19 to 21.

The chart below (as presented in Tab 2, page 11) has been updated to include projected bill comparisons for Winnipeg for the years 2024 and 2034, based on proposed rate increases of 3.95% per year until fiscal 2031, and 2.0% increases thereafter (as presented in IFF14, Tab 3, Appendix 3.3, pages 36 and 37). Even if rates for the cities in the chart below remain unchanged for the next 20 years (which is improbable given the infrastructure issues faced by other Canadian utilities and the recent rate increase requests of other Canadian utilities as outlined in Tab 6, Section 6.6), consumers in Winnipeg would still experience among the lowest electricity bills in Canada ten years into the future (2024). Even twenty years from now (2034), Winnipeg would still have bills lower than today's highest cost city. On a comparative basis, this indicates that Manitoba Hydro's rates are not only affordable today, but will continue to be affordable in the future.

**2014 Survey of Canadian Electricity Bills  
Residential Monthly Bill Comparison**



<b>Section:</b>	Tab 3, App. 3.3	<b>Page No.:</b>	iii
<b>Topic:</b>	Integrated Financial Forecast & Economic Outlook		
<b>Subtopic:</b>	IFF14		
<b>Issue:</b>	Rate affordability		

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

(A) MH states:

The major factors contributing to the need for the 3.95% rate increases are the expenditures that are necessary to meet the growing electricity requirements of the Province and the requirement to replace distribution, transmission and substation assets that were installed up to 60 years ago. The aging infrastructure issue is facing all utilities in North America and is resulting in considerably higher rate increases than are being projected in Manitoba. For this reason, even with the rate increases being projected in IFF14, it is expected that Manitoba's domestic electricity customers will continue to have rates that are affordable and competitive with other utilities in North America.

**QUESTION:**

If the confirmation sought in a) above, is not provided, please demonstrate how each of the three items, noted in a) address affordability.

**RATIONALE FOR QUESTION:**

To clarify MH's position as to why the aforementioned factors listed in a) demonstrate affordable rates for MH's domestic customers.

**RESPONSE:**

Please see Manitoba Hydro's response to MMF/MH-I-8a.

<b>Section:</b>	Tab 4	<b>Page No.:</b>	2 of 26
<b>Topic:</b>	Capital Expenditures		
<b>Subtopic:</b>	Capital Expenditure Forecast		
<b>Issue:</b>	Revenue generating opportunities in the export market		

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

(A) MH states:

Business Units' initiate capital expenditure proposals to meet energy load growth demands within the Province, to respond to specific customer service extension requirements, to improve the efficiency and reliability of the energy delivery system or to take advantage of revenue generating opportunities in the export market.

**QUESTION:**

In reference to (A), please identify the current revenue generating opportunities in the export market, in the context of the above noted quoted passage.

**RATIONALE FOR QUESTION:**

To identify the revenue generating opportunities for MH in the export market.

**RESPONSE:**

Revenue generating opportunities in the export market relevant to Manitoba Hydro's CEF include the 125 MW Sale Agreement with Northern States Power, the 250 MW Sale Agreement with Minnesota Power and the 100 MW Sale Agreement with Wisconsin Public Service. These export opportunities are dependent upon the construction of the Keeyask Generating Station, the Manitoba Minnesota Transmission Project and the Great Northern Transmission Line.

<b>Section:</b>	Tab 4	<b>Page No.:</b>	2 of 26
<b>Topic:</b>	Capital Expenditures		
<b>Subtopic:</b>	Capital Expenditure Forecast		
<b>Issue:</b>	Revenue generating opportunities in the export market		

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

(A) MH states:

Business Units' initiate capital expenditure proposals to meet energy load growth demands within the Province, to respond to specific customer service extension requirements, to improve the efficiency and reliability of the energy delivery system or to take advantage of revenue generating opportunities in the export market.

**QUESTION:**

In reference to (A), please identify current revenue generating opportunities in the export market, which did not exist prior to the 2014 - 15 test year.

**RATIONALE FOR QUESTION:**

To identify the revenue generating opportunities for MH in the export market.

**RESPONSE:**

Manitoba Hydro has not identified any new export opportunities that did not already exist prior to the 2014/15 test year.

<b>Section:</b>	Tab 4	<b>Page No.:</b>	2 of 26
<b>Topic:</b>	Capital Expenditures		
<b>Subtopic:</b>	Capital Expenditure Forecast		
<b>Issue:</b>	Revenue generating opportunities in the export market		

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

(A) MH states:

Business Units' initiate capital expenditure proposals to meet energy load growth demands within the Province, to respond to specific customer service extension requirements, to improve the efficiency and reliability of the energy delivery system or to take advantage of revenue generating opportunities in the export market.

**QUESTION:**

For each of the current revenue generating opportunities in the export market, please provide a table which demonstrates the forecast revenue and the forecast costs to generate this revenue, for the test period.

**RATIONALE FOR QUESTION:**

To identify the revenue generating opportunities for MH in the export market.

**RESPONSE:**

There are no additional export revenues in the test years associated with the export sales agreements listed in MMF/MH-I-9a.

<b>Section:</b>	Tab 4	<b>Page No.:</b>	2 of 26
<b>Topic:</b>	Capital Expenditures		
<b>Subtopic:</b>	Capital Expenditure Forecast		
<b>Issue:</b>	Revenue generating opportunities in the export market		

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

(A) MH states:

Business Units' initiate capital expenditure proposals to meet energy load growth demands within the Province, to respond to specific customer service extension requirements, to improve the efficiency and reliability of the energy delivery system or to take advantage of revenue generating opportunities in the export market.

**QUESTION:**

In reference to (A), for any revenue generating opportunities in the export market that are not identified in a), but are contracted for future years, please identify the those revenue generating opportunities in the export market, in the context of the above noted quoted passage, and provide the expected revenue from the export market for the full forecast period of the IFF14 and CEF14.

**RATIONALE FOR QUESTION:**

To identify the revenue generating opportunities for MH in the export market.

**RESPONSE:**

The revenue generating opportunities in the export market are identified in response to MMF/MH-I-9a. The revenues associated with the export sale agreements referenced in MMF/MH-I-9a are included in IFF14.

<b>Section:</b>	Tab 7	<b>Page No.:</b>	2 of 7, Figure 7.1
<b>Topic:</b>	Electric Load Forecast		
<b>Subtopic:</b>	Electric Load Forecast including impacts of forecasted DSM		
<b>Issue:</b>			

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

MH provides a bar and line chart described by MH as follows:

The figure below provides the forecast growth in Manitoba Hydro’s load, as well as the reduction to forecast load growth including the impacts of the forecast DSM activities.

**QUESTION:**

Please provide the underlying data for each of the individual coloured bars and lines in Figure 7.1.

**RATIONALE FOR QUESTION:**

To better understand the forecast load growth provided by MH

**RESPONSE:**

Please see the attached table that includes the underlying data for Figure 7.1, reflecting Manitoba Hydro’s forecast load growth and impact of the forecast DSM activities.

**2014 ELECTRIC LOAD FORECAST**

	IFF14 Peak Load (MW)			IFF14 Firm Energy (GW.h)		
	Actuals <sup>1</sup>	Gross Total Peak	Reduced for DSM	Actuals <sup>1</sup>	Gross Firm Energy	Reduced for DSM
2008	4 333			23 945		
2009	4 322			24 218		
2010	4 345			23 848		
2011	4 401			24 006		
2012	4 523			24 362		
2013	4 556			24 408		
2014	4 587			24 677		
2015		4 716	4 656		25 639	25 356
2016		4 803	4 692		26 130	25 643
2017		4 861	4 692		26 436	25 656
2018		4 985	4 759		27 174	26 118
2019		5 068	4 775		27 662	26 255
2020		5 166	4 813		28 247	26 517
2021		5 223	4 817		28 583	26 595
2022		5 284	4 835		28 937	26 754
2023		5 342	4 867		29 284	26 988
2024		5 400	4 902		29 626	27 221
2025		5 458	4 941		29 970	27 483
2026		5 516	4 983		30 316	27 754
2027		5 574	5 024		30 659	28 022
2028		5 632	5 066		31 006	28 289
2029		5 690	5 108		31 352	28 555
2030		5 748	5 163		31 703	28 878
2031		5 808	5 219		32 061	29 210
2032		5 869	5 277		32 424	29 550
2033		5 931	5 337		32 796	29 901
2034		5 995	5 399		33 177	30 265

<sup>1</sup> Weather Normalized

<b>Section:</b>	Tab 7	<b>Page No.:</b>	2 of 7, Figure 7.1
<b>Topic:</b>	Electric Load Forecast		
<b>Subtopic:</b>	Electric Load Forecast including impacts of forecasted DSM		
<b>Issue:</b>			

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

MH provides a bar and line chart described by MH as follows:

The figure below provides the forecast growth in Manitoba Hydro’s load, as well as the reduction to forecast load growth including the impacts of the forecast DSM activities.

**QUESTION:**

Please expand the data to show the annual percentage increases in the data in a) above.

**RATIONALE FOR QUESTION:**

To better understand the forecast load growth provided by MH

**RESPONSE:**

Please see the attached table that includes the annual percentage changes for the underlying data provided in MMF/MH-I-10a.

**2014 ELECTRIC LOAD FORECAST  
ANNUAL PERCENTAGE CHANGE**

	IFF14 Peak Load (MW)			IFF14 Firm Energy (GW.h)		
	Actuals <sup>1</sup>	Gross Total Peak <sup>2</sup>	Reduced for DSM	Actuals <sup>1</sup>	Gross Firm Energy <sup>2</sup>	Reduced for DSM
<b>2008</b>	n/a			n/a		
<b>2009</b>	-0.3%			1.1%		
<b>2010</b>	0.5%			-1.5%		
<b>2011</b>	1.3%			0.7%		
<b>2012</b>	2.8%			1.5%		
<b>2013</b>	0.7%			0.2%		
<b>2014</b>	0.7%			1.1%		
<b>2015</b>		2.8%	1.5%		3.9%	2.8%
<b>2016</b>		1.8%	0.8%		1.9%	1.1%
<b>2017</b>		1.2%	0.0%		1.2%	0.1%
<b>2018</b>		2.6%	1.4%		2.8%	1.8%
<b>2019</b>		1.7%	0.3%		1.8%	0.5%
<b>2020</b>		1.9%	0.8%		2.1%	1.0%
<b>2021</b>		1.1%	0.1%		1.2%	0.3%
<b>2022</b>		1.2%	0.4%		1.2%	0.6%
<b>2023</b>		1.1%	0.7%		1.2%	0.9%
<b>2024</b>		1.1%	0.7%		1.2%	0.9%
<b>2025</b>		1.1%	0.8%		1.2%	1.0%
<b>2026</b>		1.1%	0.9%		1.2%	1.0%
<b>2027</b>		1.0%	0.8%		1.1%	1.0%
<b>2028</b>		1.0%	0.8%		1.1%	1.0%
<b>2029</b>		1.0%	0.8%		1.1%	0.9%
<b>2030</b>		1.0%	1.1%		1.1%	1.1%
<b>2031</b>		1.0%	1.1%		1.1%	1.1%
<b>2032</b>		1.0%	1.1%		1.1%	1.2%
<b>2033</b>		1.1%	1.1%		1.1%	1.2%
<b>2034</b>		1.1%	1.2%		1.2%	1.2%

<sup>1</sup> Weather Normalized

<sup>2</sup> As reported in 2014 Electric Load Forecast, Appendix 7.1 of the Application.

<b>Section:</b>	Tab 7	<b>Page No.:</b>	3 of 7 and Appendix 7.1, page i
<b>Topic:</b>	Electric Load Forecast		
<b>Subtopic:</b>	Residential Sector		
<b>Issue:</b>	Load Growth		

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

(A) MH states:

The residential sector had minimal growth during the 1990's but growth has been steady since about 1999. During the last 20 years, weather adjusted Residential consumption has been growing at an average of 100 GWh or 1.6% per year.

(B) MH also states:

Over the forecast period, the Residential sector is expected to grow by 102 GWh or 1.2% per year. This is primarily due to anticipated growth in population which accounts for 1% of the growth. The increase in average use per customer is expected to add 0.2% to the annual growth. With the inclusion of energy savings to be achieved through Power Smart programs, the overall net Residential growth is expected to be 71 GWh or 0.9% per year.

(C) MH also states:

An increase in average use per customer adds 0.2% to the growth and is primarily due to increased use of electric space and electric water heating in dwellings. (Appendix 7.1, page i)

**QUESTION:**

In reference to (A) above, please provide a table that shows annual data for the residential load and percentage growth for the last 20 years, raw and weather adjusted.

**RATIONALE FOR QUESTION:**

To review and analyze MH's sources related to the residential sector's forecasted load growth.

**RESPONSE:**

Please see the table below.

<b>Residential Basic</b>				
<b>Fiscal Year</b>	<b>Actual (GW.h)</b>	<b>Weather Adjusted (GW.h)</b>	<b>Annual Growth (GW.h)</b>	<b>Annual Growth Rate (%)</b>
1994/95	5,230	5,348		
1995/96	5,753	5,465	117	2.2%
1996/97	5,797	5,422	-43	-0.8%
1997/98	5,370	5,490	68	1.3%
1998/99	5,384	5,605	115	2.1%
1999/00	5,364	5,689	84	1.5%
2000/01	5,737	5,718	29	0.5%
2001/02	5,674	5,821	103	1.8%
2002/03	6,266	6,019	198	3.4%
2003/04	6,170	6,188	169	2.8%
2004/05	6,275	6,305	116	1.9%
2005/06	6,171	6,442	138	2.2%
2006/07	6,443	6,442	0	0.0%
2007/08	6,736	6,674	232	3.6%
2008/09	6,847	6,710	37	0.6%
2009/10	6,786	6,940	229	3.4%
2010/11	6,952	7,053	113	1.6%
2011/12	6,818	7,137	84	1.2%
2012/13	7,223	7,228	91	1.3%
2013/14	7,767	7,249	22	0.3%
<b>Ave Gr.</b>			<b>100</b>	<b>1.6%</b>

<b>Section:</b>	Tab 7	<b>Page No.:</b>	3 of 7 and Appendix 7.1, page i
<b>Topic:</b>	Electric Load Forecast		
<b>Subtopic:</b>	Residential Sector		
<b>Issue:</b>	Load Growth		

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

(A) MH states:

The residential sector had minimal growth during the 1990's but growth has been steady since about 1999. During the last 20 years, weather adjusted Residential consumption has been growing at an average of 100 GWh or 1.6% per year.

(B) MH also states:

Over the forecast period, the Residential sector is expected to grow by 102 GWh or 1.2% per year. This is primarily due to anticipated growth in population which accounts for 1% of the growth. The increase in average use per customer is expected to add 0.2% to the annual growth. With the inclusion of energy savings to be achieved through Power Smart programs, the overall net Residential growth is expected to be 71 GWh or 0.9% per year.

(C) MH also states:

An increase in average use per customer adds 0.2% to the growth and is primarily due to increased use of electric space and electric water heating in dwellings. (Appendix 7.1, page i)

**QUESTION:**

In reference to (B) above, please provide a table that shows annual data for the residential sector used in the forecast, the population growth used, the increase in use per customer and energy savings to be achieved through Power Smart, for the forecast period.

**RATIONALE FOR QUESTION:**

To review and analyze MH’s sources related to the residential sector’s forecasted load growth.

**RESPONSE:**

The following table presents the source of the 1.0%, 0.2%, 1.2% and 0.9% annual growth rates as noted.

<b>Residential Basic</b>									
<b>Fiscal Year</b>	<b># of Customers</b>	<b>Growth Rate</b>	<b>Average Use (kW.h)</b>	<b>Growth Rate</b>	<b>Res Basic (GW.h)</b>	<b>Growth Rate</b>	<b>DSM Savings (GW.h)</b>	<b>Res Basic less DSM (GW.h)</b>	<b>Growth Rate</b>
2013/14	462,274		15,682		7,249			7,249	
2014/15	468,075	1.3%	15,767	0.5%	7,380	1.8%	31	7,350	1.4%
2015/16	473,762	1.2%	15,790	0.1%	7,481	1.4%	60	7,421	1.0%
2016/17	479,964	1.3%	15,848	0.4%	7,606	1.7%	90	7,517	1.3%
2017/18	486,387	1.3%	15,885	0.2%	7,726	1.6%	162	7,564	0.6%
2018/19	492,700	1.3%	15,904	0.1%	7,836	1.4%	259	7,576	0.2%
2019/20	498,887	1.3%	15,928	0.2%	7,946	1.4%	395	7,551	-0.3%
2020/21	504,914	1.2%	15,942	0.1%	8,049	1.3%	474	7,576	0.3%
2021/22	510,687	1.1%	15,960	0.1%	8,151	1.3%	548	7,603	0.4%
2022/23	516,160	1.1%	15,980	0.1%	8,248	1.2%	574	7,675	0.9%
2023/24	521,337	1.0%	16,002	0.1%	8,342	1.1%	600	7,742	0.9%
2024/25	526,283	0.9%	16,028	0.2%	8,435	1.1%	602	7,834	1.2%
2025/26	531,016	0.9%	16,058	0.2%	8,527	1.1%	600	7,927	1.2%
2026/27	535,517	0.8%	16,095	0.2%	8,619	1.1%	599	8,021	1.2%
2027/28	539,801	0.8%	16,138	0.3%	8,711	1.1%	601	8,110	1.1%
2028/29	543,914	0.8%	16,183	0.3%	8,802	1.0%	603	8,199	1.1%
2029/30	547,924	0.7%	16,235	0.3%	8,895	1.1%	605	8,290	1.1%
2030/31	551,878	0.7%	16,290	0.3%	8,990	1.1%	608	8,382	1.1%
2031/32	555,807	0.7%	16,349	0.4%	9,087	1.1%	610	8,477	1.1%
2032/33	559,731	0.7%	16,412	0.4%	9,186	1.1%	613	8,574	1.1%
2033/34	563,658	0.7%	16,479	0.4%	9,289	1.1%	615	8,674	1.2%
<b>Average</b>		<b>1.0%</b>		<b>0.2%</b>		<b>1.2%</b>			<b>0.9%</b>

<b>Section:</b>	Tab 7	<b>Page No.:</b>	3 of 7 and Appendix 7.1, page i
<b>Topic:</b>	Electric Load Forecast		
<b>Subtopic:</b>	Residential Sector		
<b>Issue:</b>	Load Growth		

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

(A) MH states:

The residential sector had minimal growth during the 1990's but growth has been steady since about 1999. During the last 20 years, weather adjusted Residential consumption has been growing at an average of 100 GWh or 1.6% per year.

(B) MH also states:

Over the forecast period, the Residential sector is expected to grow by 102 GWh or 1.2% per year. This is primarily due to anticipated growth in population which accounts for 1% of the growth. The increase in average use per customer is expected to add 0.2% to the annual growth. With the inclusion of energy savings to be achieved through Power Smart programs, the overall net Residential growth is expected to be 71 GWh or 0.9% per year.

(C) MH also states:

An increase in average use per customer adds 0.2% to the growth and is primarily due to increased use of electric space and electric water heating in dwellings. (Appendix 7.1, page i)

**QUESTION:**

In reference to (B) and (C) above, please describe the basis of the 0.2% increase in average use per customer expected during the forecast period.

**RATIONALE FOR QUESTION:**

To review and analyze MH's sources related to the residential sector's forecasted load growth.

**RESPONSE:**

As noted on page i of Appendix 7.1, increasing saturations of electric space and water heating are contributing to an increase in the average use per customer.

The saturation of electric space heat is expected to grow from 36.7% in 2013/14 to 39.2% in 2033/34. This increase of 2.5% in electric space heat saturation will add approximately 15 000 kW.h of energy use for those customers, increasing the overall residential average use by 375 kW.h or 2.4% over 20 years. Annually, this contributes 0.1% to the increase in average use per customer.

The saturation of electric water heat is expected to grow from 48.3% in 2013/14 to 62.6% in 2033/34. This increase of 14.3% in electric space heat saturation will add approximately 4 000 kW.h of energy use for those customers, increasing the overall residential average use by 572 kW.h or 3.6% over 20 years. Annually, this contributes 0.2% to the increase in average use per customer.

All other residential electricity use is expected to decrease annually by 0.1% prior to DSM programs.

The total annual increase in residential average use is 0.2%.

<b>Section:</b>	Tab 7	<b>Page No.:</b>	3 of 7 and Appendix 7.1, page i
<b>Topic:</b>	Electric Load Forecast		
<b>Subtopic:</b>	Residential Sector		
<b>Issue:</b>	Load Growth		

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

(A) MH states:

The residential sector had minimal growth during the 1990's but growth has been steady since about 1999. During the last 20 years, weather adjusted Residential consumption has been growing at an average of 100 GWh or 1.6% per year.

(B) MH also states:

Over the forecast period, the Residential sector is expected to grow by 102 GWh or 1.2% per year. This is primarily due to anticipated growth in population which accounts for 1% of the growth. The increase in average use per customer is expected to add 0.2% to the annual growth. With the inclusion of energy savings to be achieved through Power Smart programs, the overall net Residential growth is expected to be 71 GWh or 0.9% per year.

(C) MH also states:

An increase in average use per customer adds 0.2% to the growth and is primarily due to increased use of electric space and electric water heating in dwellings. (Appendix 7.1, page i)

**QUESTION:**

In reference to (B) and (C) above, please provide copies of all studies, reports and analysis that MH relied on for the use of the 0.2% increase in average use per customer expected during the forecast period, together with the specific reference cites in those documents that demonstrate the validity of that 0.2% increase.

**RATIONALE FOR QUESTION:**

To review and analyze MH's sources related to the residential sector's forecasted load growth.

**RESPONSE:**

Please refer to Manitoba Hydro's responses to MMF/MH-I-11b and MMF/MH-I-11c.

<b>Section:</b>	Tab 7	<b>Page No.:</b>	3 of 7 and Appendix 7.1, page i
<b>Topic:</b>	Electric Load Forecast		
<b>Subtopic:</b>	Residential Sector		
<b>Issue:</b>	Load Growth		

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(C) MH also states:

An increase in average use per customer adds 0.2% to the growth and is primarily due to increased use of electric space and electric water heating in dwellings. (Appendix 7.1, page i)

**QUESTION:**

If there are no studies, reports and analysis that demonstrates the quantification of the 0.2% is justified, please indicate that no such documents exist.

**RATIONALE FOR QUESTION:**

To review and analyze MH's sources related to the residential sector's forecasted load growth.

**RESPONSE:**

Please refer to Manitoba Hydro's responses to MMF/MH-I-11b and MMF/MH-I-11c.

<b>Section:</b>	Tab 7	<b>Page No.:</b>	3 of 7 and Appendix 7.1, page i
<b>Topic:</b>	Electric Load Forecast		
<b>Subtopic:</b>	Residential Sector		
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(C) MH also states:

An increase in average use per customer adds 0.2% to the growth and is primarily due to increased use of electric space and electric water heating in dwellings. (Appendix 7.1, page i)

**QUESTION:**

In reference to (B) and (C) above, please provide a table that quantifies the annual load growth attributable to the 0.2% increase in average use per customer expected during the forecast period.

**RATIONALE FOR QUESTION:**

To review and analyze MH's sources related to the residential sector's forecasted load growth.

**RESPONSE:**

The effect of the annual 0.2% increase in average use per customer would be 449 GW.h after 20 years.

**Residential Basic**

Fiscal Year	# of Customers	Average Use (kW.h)	Growth Rate	Constant Ave Use (kW.h)	Res Basic (GW.h)	Const	Ave
						Use (GW.h)	Use (GW.h)
2013/14	462,274	15,682		15,682	7,249	7,249	0
2014/15	468,075	15,767	0.5%	15,682	7,380	7,340	40
2015/16	473,762	15,790	0.1%	15,682	7,481	7,430	51
2016/17	479,964	15,848	0.4%	15,682	7,606	7,527	79
2017/18	486,387	15,885	0.2%	15,682	7,726	7,628	99
2018/19	492,700	15,904	0.1%	15,682	7,836	7,727	109
2019/20	498,887	15,928	0.2%	15,682	7,946	7,824	123
2020/21	504,914	15,942	0.1%	15,682	8,049	7,918	131
2021/22	510,687	15,960	0.1%	15,682	8,151	8,009	142
2022/23	516,160	15,980	0.1%	15,682	8,248	8,094	154
2023/24	521,337	16,002	0.1%	15,682	8,342	8,176	167
2024/25	526,283	16,028	0.2%	15,682	8,435	8,253	182
2025/26	531,016	16,058	0.2%	15,682	8,527	8,327	200
2026/27	535,517	16,095	0.2%	15,682	8,619	8,398	221
2027/28	539,801	16,138	0.3%	15,682	8,711	8,465	246
2028/29	543,914	16,183	0.3%	15,682	8,802	8,530	272
2029/30	547,924	16,235	0.3%	15,682	8,895	8,593	303
2030/31	551,878	16,290	0.3%	15,682	8,990	8,655	336
2031/32	555,807	16,349	0.4%	15,682	9,087	8,716	371
2032/33	559,731	16,412	0.4%	15,682	9,186	8,778	409
2033/34	563,658	16,479	0.4%	15,682	9,289	8,839	449
<b>Average</b>			<b>0.2%</b>				

<b>Section:</b>	Tab 7	<b>Page No.:</b>	3 of 7 and Appendix 7.1, page i
<b>Topic:</b>	Electric Load Forecast		
<b>Subtopic:</b>	Residential Sector		
<b>Issue:</b>	Load Growth		

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(C) MH also states:

An increase in average use per customer adds 0.2% to the growth and is primarily due to increased use of electric space and electric water heating in dwellings. (Appendix 7.1, page i)

**QUESTION:**

In reference to (B) and (C) above, please provide a table that quantifies the revenue attributable to the 0.2% increase in average use per customer expected during the forecast period.

**RATIONALE FOR QUESTION:**

To review and analyze MH's sources related to the residential sector's forecasted load growth.

**RESPONSE:**

A 0.2% increase in average use per customer for the Residential rate class translates to an increase of approximately 22 GW.h per year. Multiplying this amount by the Residential energy rate at current and proposed rates yields revenues of:

Revenue at Interim May 1, 2014 rates:	$\$0.07381 \times 22,000,000 \text{ kWh} = \$1,623,820$
Revenue at Proposed April 1, 2015 rates:	$\$0.07672 \times 22,000,000 \text{ kWh} = \$1,687,840$
Revenue at Proposed April 1, 2016 rates:	$\$0.07975 \times 22,000,000 \text{ kWh} = \$1,754,500$

Based on these figures, a 0.2% increase in annual average use and accounting for rate increases of 3.95% in each test year results in incremental revenues of \$64,020 in 2015/16 and \$66,660 in 2016/17.

<b>Section:</b>	Tab 7	<b>Page No.:</b>	4 -5 of 7 and Appendix 7.1, page ii
<b>Topic:</b>	Electric Load Forecast		
<b>Subtopic:</b>	General Service Sector		
<b>Issue:</b>	Load Growth		

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

(A) MH states:

During the past 20 years, the General Service sector overall has grown 203 GWh or 1.7% per year on a weather-adjusted basis. This growth reflects the effects of past improvements in energy efficiency codes and standards and past participation in Power Smart programs.

(B) MH also states:

Growth in the General Service sector is forecast to grow 274 GWh or 1.7% per year over the forecast period. Mass Market is expected to contribute 142 GWh per year of projected growth with Top Consumers contributing the remaining 132 GWh per year. This includes the anticipated short term committed load growth in the Pipeline sector, minor growth in other Top Consumers and an expected Top Consumer load decrease. The inclusion of Power Smart programs lowers General Service growth to 176 GWh or 1.1% per year.

(C) MH also states:

Short term committed loads include 1,194 GW.h of growth in the Pipeline sector, an expected top consumer load decrease of 494 GW.h, and other top consumer increases totaling 401 GW.h. (Appendix 7.1, page ii)

**QUESTION:**

In reference to (A) above, please provide a table that shows the annual data for the General Service load and percentage growth for the last 20 years, raw and weather adjusted.

**RATIONALE FOR QUESTION:**

To review and analyze MH's sources related to General Service Sector's forecasted load growth.

**RESPONSE:**

Please refer to the table below.

**General Service (Mass Market & Top Consumers)**

<b>Fiscal Year</b>	<b>Actual (GW.h)</b>	<b>Weather Adjusted (GW.h)</b>	<b>Annual Growth (GW.h)</b>	<b>Annual Growth Rate (%)</b>
1994/95	10,059	10,189		
1995/96	10,594	10,342	152	1.5%
1996/97	10,800	10,616	274	2.6%
1997/98	11,055	11,116	500	4.7%
1998/99	11,300	11,418	302	2.7%
1999/00	11,095	11,293	-125	-1.1%
2000/01	11,624	11,640	347	3.1%
2001/02	11,903	11,963	323	2.8%
2002/03	12,748	12,621	658	5.5%
2003/04	12,883	12,875	255	2.0%
2004/05	13,230	13,279	404	3.1%
2005/06	13,534	13,660	380	2.9%
2006/07	13,828	13,798	138	1.0%
2007/08	14,081	14,043	244	1.8%
2008/09	14,114	14,079	36	0.3%
2009/10	13,446	13,569	-509	-3.6%
2010/11	13,581	13,637	68	0.5%
2011/12	13,694	13,809	173	1.3%
2012/13	13,994	13,967	157	1.1%
2013/14	14,300	14,048	81	0.6%
<b>Ave Gr.</b>			<b>203</b>	<b>1.7%</b>

<b>Section:</b>	Tab 7	<b>Page No.:</b>	4 -5 of 7 and Appendix 7.1, page ii
<b>Topic:</b>	Electric Load Forecast		
<b>Subtopic:</b>	General Service Sector		
<b>Issue:</b>	Load Growth		

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

(A) MH states:

During the past 20 years, the General Service sector overall has grown 203 GWh or 1.7% per year on a weather-adjusted basis. This growth reflects the effects of past improvements in energy efficiency codes and standards and past participation in Power Smart programs.

(B) MH also states:

Growth in the General Service sector is forecast to grow 274 GWh or 1.7% per year over the forecast period. Mass Market is expected to contribute 142 GWh per year of projected growth with Top Consumers contributing the remaining 132 GWh per year. This includes the anticipated short term committed load growth in the Pipeline sector, minor growth in other Top Consumers and an expected Top Consumer load decrease. The inclusion of Power Smart programs lowers General Service growth to 176 GWh or 1.1% per year.

(C) MH also states:

Short term committed loads include 1,194 GW.h of growth in the Pipeline sector, an expected top consumer load decrease of 494 GW.h, and other top consumer increases totaling 401 GW.h. (Appendix 7.1, page ii)

**QUESTION:**

In reference to (B) and (C) above, please provide a table that shows annual data for the General Service sector used in the forecast, for each of Mass Market and Top Consumers, the pipeline load and energy savings to be achieved through Power Smart, for the forecast period.

**RATIONALE FOR QUESTION:**

To review and analyze MH's sources related to General Service Sector's forecasted load growth.

**RESPONSE:**

The following table presents the basis of the 142 GW.h, 132 GW.h, 274 GW.h and 1.7% annual growth rates in the General Service sectors as noted at page 4 of Tab 7.

**General Service (Mass Market & Top Consumers)**

<b>Fiscal Year</b>	<b>Mass Market (GW.h)</b>	<b>Annual Growth (GW.h)</b>	<b>Top Consumers (GW.h)</b>	<b>Annual Growth (GW.h)</b>	<b>General Service (GW.h)</b>	<b>Annual Growth (GW.h)</b>	<b>Annual Growth Rate (%)</b>
2013/14	8,587		5,461		14,048		
2014/15	8,814	227	6,003	542	14,817	769	5.5%
2015/16	8,993	178	6,147	144	15,140	322	2.2%
2016/17	9,190	197	6,082	-65	15,272	132	0.9%
2017/18	9,388	198	6,430	348	15,818	546	3.6%
2018/19	9,560	171	6,590	160	16,150	331	2.1%
2019/20	9,705	145	6,859	269	16,564	414	2.6%
2020/21	9,833	128	6,922	63	16,755	191	1.2%
2021/22	9,958	125	7,006	84	16,964	209	1.2%
2022/23	10,079	121	7,091	85	17,170	206	1.2%
2023/24	10,199	120	7,177	86	17,376	206	1.2%
2024/25	10,320	121	7,264	87	17,584	208	1.2%
2025/26	10,442	122	7,353	89	17,795	211	1.2%
2026/27	10,560	118	7,443	90	18,003	208	1.2%
2027/28	10,681	121	7,534	91	18,215	212	1.2%
2028/29	10,801	120	7,626	92	18,427	212	1.2%
2029/30	10,922	121	7,719	93	18,641	214	1.2%
2030/31	11,046	124	7,813	94	18,859	218	1.2%
2031/32	11,172	126	7,908	95	19,080	221	1.2%
2032/33	11,301	129	8,005	97	19,306	226	1.2%
2033/34	11,433	133	8,103	98	19,536	231	1.2%
		<b>142</b>		<b>132</b>		<b>274</b>	<b>1.7%</b>

The following table presents the basis of the 176 GW.h and 1.1% annual growth rates in the General Service sectors as noted at page 5 of Tab 7.

<b>General Service and DSM</b>					
<b>Fiscal Year</b>	<b>General Service (GW.h)</b>	<b>DSM Forecast (GW.h)</b>	<b>GS less DSM (GW.h)</b>	<b>Annual Growth (GW.h)</b>	<b>Annual Growth Rate (%)</b>
2013/14	14,048		14,048		
2014/15	14,817	222	14,595	547	3.9%
2015/16	15,140	373	14,766	171	1.2%
2016/17	15,272	606	14,666	-100	-0.7%
2017/18	15,818	779	15,039	373	2.5%
2018/19	16,150	996	15,154	115	0.8%
2019/20	16,564	1,146	15,418	264	1.7%
2020/21	16,755	1,295	15,460	42	0.3%
2021/22	16,964	1,393	15,571	111	0.7%
2022/23	17,170	1,467	15,703	132	0.8%
2023/24	17,376	1,538	15,838	135	0.9%
2024/25	17,584	1,608	15,976	138	0.9%
2025/26	17,795	1,677	16,118	142	0.9%
2026/27	18,003	1,745	16,258	141	0.9%
2027/28	18,215	1,813	16,401	143	0.9%
2028/29	18,427	1,883	16,544	143	0.9%
2029/30	18,641	1,905	16,735	191	1.2%
2030/31	18,859	1,926	16,933	198	1.2%
2031/32	19,080	1,944	17,136	203	1.2%
2032/33	19,306	1,960	17,346	210	1.2%
2033/34	19,536	1,973	17,563	217	1.3%
				<b>176</b>	<b>1.1%</b>

Please refer to Manitoba Hydro’s response to PUB/MH-I-54b for projections of industry sector load growth within the General Service Top Consumers sector.

<b>Section:</b>	Tab 7	<b>Page No.:</b>	4 -5 of 7 and Appendix 7.1, page ii
<b>Topic:</b>	Electric Load Forecast		
<b>Subtopic:</b>	General Service Sector		
<b>Issue:</b>	Load Growth		

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

(A) MH states:

During the past 20 years, the General Service sector overall has grown 203 GWh or 1.7% per year on a weather-adjusted basis. This growth reflects the effects of past improvements in energy efficiency codes and standards and past participation in Power Smart programs.

(B) MH also states:

Growth in the General Service sector is forecast to grow 274 GWh or 1.7% per year over the forecast period. Mass Market is expected to contribute 142 GWh per year of projected growth with Top Consumers contributing the remaining 132 GWh per year. This includes the anticipated short term committed load growth in the Pipeline sector, minor growth in other Top Consumers and an expected Top Consumer load decrease. The inclusion of Power Smart programs lowers General Service growth to 176 GWh or 1.1% per year.

(C) MH also states:

Short term committed loads include 1,194 GW.h of growth in the Pipeline sector, an expected top consumer load decrease of 494 GW.h, and other top consumer increases totaling 401 GW.h. (Appendix 7.1, page ii)

**QUESTION:**

In reference to (B) and (C) above, please describe the data relied on by MH to demonstrate the validity of an expected top consumer load decrease of 494 GW.h, and other top consumer increases totaling 401 GW.h.

**RATIONALE FOR QUESTION:**

To review and analyze MH's sources related to General Service Sector's forecasted load growth.

**RESPONSE:**

Each company in the Top Consumers group is forecast individually. The data used to estimate increases or decreases in customer load is based on planned changes in operations, expected loading of a certain type of operation, maximum loading capacities and expected load factors. Information on individual company operating plans is collected through industry news, Manitoba Hydro's economic experts and Manitoba Hydro's Key & Major Account advisors. This information is used to prepare company specific short term forecasts for committed projects that are known for the next 3 to 5 years.

<b>Section:</b>	Tab 7	<b>Page No.:</b>	4 -5 of 7 and Appendix 7.1, page ii
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**QUESTION:**

In reference to (B) and (C) above, please identify the pipelines relied on by MH to demonstrate the validity of the committed loads of 1,194 GW.h of growth in the Pipeline sector.

**RATIONALE FOR QUESTION:**

To review and analyze MH's sources related to General Service Sector's forecasted load growth.

**RESPONSE:**

Manitoba has two major pipeline companies that operate within Manitoba, those being Enbridge and TransCanada.

<b>Section:</b>	Tab 7	<b>Page No.:</b>	4 -5 of 7 and Appendix 7.1, page ii
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**QUESTION:**

In reference to (B) and (C) above, please identify the due diligence undertaken by MH to satisfy itself with respect to the validity of assumptions that the pipelines would be in service for the years of forecast load associated with the committed loads of 1,194 GW.h of growth in the Pipeline sector.

**RATIONALE FOR QUESTION:**

To review and analyze MH's sources related to General Service Sector's forecasted load growth.

**RESPONSE:**

Please refer to Manitoba Hydro's response to MMF/MH-I-12c.

<b>Section:</b>	Tab 7	<b>Page No.:</b>	4 -5 of 7 and Appendix 7.1, page ii
<b>Topic:</b>	Electric Load Forecast		
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**QUESTION:**

In reference to (B) and (C) above, please identify the due diligence undertaken by MH to satisfy itself with respect to the validity of the committed loads of 1,194 GW.h of growth in the Pipeline sector.

**RATIONALE FOR QUESTION:**

To review and analyze MH's sources related to General Service Sector's forecasted load growth.

**RESPONSE:**

Please refer to Manitoba Hydro's response to MMF/MH-I-12c.

<b>Section:</b>	Tab 7	<b>Page No.:</b>	4 -5 of 7 and Appendix 7.1, page ii
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**QUESTION:**

In reference to (B) and (C) above, please identify the pipeline regulatory application relied on by MH to demonstrate the validity of the committed loads of 1,194 GW.h of growth in the Pipeline sector.

**RATIONALE FOR QUESTION:**

To review and analyze MH's sources related to General Service Sector's forecasted load growth.

**RESPONSE:**

Manitoba Hydro does not rely on regulatory applications to demonstrate the validity of committed loads, since the timing of such applications may not correlate with the timelines for providing customers with the services necessary to address their energy needs. Load forecast information is derived from information provided by customers in respect to their present operations and future plans, with consideration for the factors identified in Manitoba Hydro's response to MMF/MH-I-12c.

Regulatory applications filed with the National Energy Board by the pipeline companies do not provide information related specifically to the electric load that is anticipated to arise from the operation of the facilities identified in the applications. The regulatory applications do however provide information confirming prior information provided by the pipelines in respect to the physical configuration of the proposed pipeline projects including pumping station locations, station configurations, and in some cases, horsepower ratings of the motors used to drive the station pumps. The regulatory applications also provide an indication of the energy sources that the pipelines intend to rely on for supplying the pumping stations, and in some cases, also identify the utilities that are anticipated to provide the necessary energy.

<b>Section:</b>	Tab 7	<b>Page No.:</b>	4 -5 of 7 and Appendix 7.1, page ii
<b>Topic:</b>	Electric Load Forecast		
<b>Subtopic:</b>	General Service Sector		
<b>Issue:</b>	Load Growth		

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

(A) MH states:

During the past 20 years, the General Service sector overall has grown 203 GWh or 1.7% per year on a weather-adjusted basis. This growth reflects the effects of past improvements in energy efficiency codes and standards and past participation in Power Smart programs.

(B) MH also states:

Growth in the General Service sector is forecast to grow 274 GWh or 1.7% per year over the forecast period. Mass Market is expected to contribute 142 GWh per year of projected growth with Top Consumers contributing the remaining 132 GWh per year. This includes the anticipated short term committed load growth in the Pipeline sector, minor growth in other Top Consumers and an expected Top Consumer load decrease. The inclusion of Power Smart programs lowers General Service growth to 176 GWh or 1.1% per year.

(C) MH also states:

Short term committed loads include 1,194 GW.h of growth in the Pipeline sector, an expected top consumer load decrease of 494 GW.h, and other top consumer increases totaling 401 GW.h. (Appendix 7.1, page ii)

**QUESTION:**

In reference to (B) and (C) above, please identify the pipeline regulatory proceedings relied on by MH to demonstrate the validity of the committed loads of 1,194 GW.h of growth in the Pipeline sector.

**RATIONALE FOR QUESTION:**

To review and analyze MH's sources related to General Service Sector's forecasted load growth.

**RESPONSE:**

Please see Manitoba Hydro's response to MMF/MH-I-12g.

<b>Section:</b>	Tab 7	<b>Page No.:</b>	4 -5 of 7 and Appendix 7.1, page ii
<b>Topic:</b>	Electric Load Forecast		
<b>Subtopic:</b>	General Service Sector		
<b>Issue:</b>	Load Growth		

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

(A) MH states:

During the past 20 years, the General Service sector overall has grown 203 GWh or 1.7% per year on a weather-adjusted basis. This growth reflects the effects of past improvements in energy efficiency codes and standards and past participation in Power Smart programs.

(B) MH also states:

Growth in the General Service sector is forecast to grow 274 GWh or 1.7% per year over the forecast period. Mass Market is expected to contribute 142 GWh per year of projected growth with Top Consumers contributing the remaining 132 GWh per year. This includes the anticipated short term committed load growth in the Pipeline sector, minor growth in other Top Consumers and an expected Top Consumer load decrease. The inclusion of Power Smart programs lowers General Service growth to 176 GWh or 1.1% per year.

(C) MH also states:

Short term committed loads include 1,194 GW.h of growth in the Pipeline sector, an expected top consumer load decrease of 494 GW.h, and other top consumer increases totaling 401 GW.h. (Appendix 7.1, page ii)

**QUESTION:**

In reference to (B) and (C) above, please describe the data relied on by MH to demonstrate the validity of the committed loads of 1,194 GW.h of growth in the Pipeline sector.

**RATIONALE FOR QUESTION:**

To review and analyze MH's sources related to General Service Sector's forecasted load growth.

**RESPONSE:**

Please refer to Manitoba Hydro's response to MMF/MH-I-12c.

<b>Section:</b>	Tab 7	<b>Page No.:</b>	4 -5 of 7 and Appendix 7.1, page ii
<b>Topic:</b>	Electric Load Forecast		
<b>Subtopic:</b>	General Service Sector		
<b>Issue:</b>	Load Growth		

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

(A) MH states:

During the past 20 years, the General Service sector overall has grown 203 GWh or 1.7% per year on a weather-adjusted basis. This growth reflects the effects of past improvements in energy efficiency codes and standards and past participation in Power Smart programs.

(B) MH also states:

Growth in the General Service sector is forecast to grow 274 GWh or 1.7% per year over the forecast period. Mass Market is expected to contribute 142 GWh per year of projected growth with Top Consumers contributing the remaining 132 GWh per year. This includes the anticipated short term committed load growth in the Pipeline sector, minor growth in other Top Consumers and an expected Top Consumer load decrease. The inclusion of Power Smart programs lowers General Service growth to 176 GWh or 1.1% per year.

(C) MH also states:

Short term committed loads include 1,194 GW.h of growth in the Pipeline sector, an expected top consumer load decrease of 494 GW.h, and other top consumer increases totaling 401 GW.h. (Appendix 7.1, page ii)

**QUESTION:**

In reference to (B) and (C) above, please provide a table that quantifies the annual load growth attributable to the committed loads of 1,194 GW.h of growth in the Pipeline sector.

**RATIONALE FOR QUESTION:**

To review and analyze MH’s sources related to General Service Sector’s forecasted load growth.

**RESPONSE:**

Please see the table below.

<b>Petro / Oil / Natural Gas</b>		
<b>Fiscal Year</b>	<b>2014 Forecast GW.h</b>	<b>Annual Growth GW.h</b>
2013/14	810	
2014/15	1 070	259
2015/16	1 310	240
2016/17	1 485	175
2017/18	1 730	245
2018/19	1 800	70
2019/20	2 005	205
<b>Total</b>		<b>1 194</b>

<b>Section:</b>	Tab 7	<b>Page No.:</b>	4 -5 of 7 and Appendix 7.1, page ii
<b>Topic:</b>	Electric Load Forecast		
<b>Subtopic:</b>	General Service Sector		
<b>Issue:</b>	Load Growth		

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

(A) MH states:

During the past 20 years, the General Service sector overall has grown 203 GWh or 1.7% per year on a weather-adjusted basis. This growth reflects the effects of past improvements in energy efficiency codes and standards and past participation in Power Smart programs.

(B) MH also states:

Growth in the General Service sector is forecast to grow 274 GWh or 1.7% per year over the forecast period. Mass Market is expected to contribute 142 GWh per year of projected growth with Top Consumers contributing the remaining 132 GWh per year. This includes the anticipated short term committed load growth in the Pipeline sector, minor growth in other Top Consumers and an expected Top Consumer load decrease. The inclusion of Power Smart programs lowers General Service growth to 176 GWh or 1.1% per year.

(C) MH also states:

Short term committed loads include 1,194 GW.h of growth in the Pipeline sector, an expected top consumer load decrease of 494 GW.h, and other top consumer increases totaling 401 GW.h. (Appendix 7.1, page ii)

**QUESTION:**

In reference to (B) and (C) above, please provide a table that quantifies the revenue attributable to the committed loads of 1,194 GW.h of growth in the Pipeline sector.

**RATIONALE FOR QUESTION:**

To review and analyze MH's sources related to General Service Sector's forecasted load growth.

**RESPONSE:**

The table below quantifies the year-over-year increase in annual revenue attributable to the Pipeline sector. Manitoba Hydro cannot provide a further breakdown as it would reveal confidential customer information.

<u>Year</u>	<u>Revenue<sup>1</sup></u>
2014/15	10 683 410
2015/16	10 954 567
2016/17	8 010 016
2017/18	11 187 528
2018/19	3 182 811
2019/20	9 321 089
	<b>\$53 339 421</b>

<sup>1</sup>At currently approved rates

<b>Section:</b>	Tab 7	<b>Page No.:</b>	5 – 6 of 7, Figure 7.4
<b>Topic:</b>	Electric Load Forecast		
<b>Subtopic:</b>	Gross Firm Energy		
<b>Issue:</b>	Load Growth		

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

(A) MH states:

During the past 20 years, Gross Firm Energy has grown 333 GWh or 1.6% per year on a weather-adjusted basis. The trend in Gross Firm Energy growth has been relatively consistent over the period and reflects the effects of past improvements in energy efficiency codes and standards and past participation in Power Smart programs. As noted earlier, the economic downturn had a significant impact on some General Service Top Consumers in 2009/10 and was the main reason for the decline that year; however, since then excluding the loss of one Top Consumer, this sector has since recovered and resumed normal operations.

(B) MH also states:

During the forecast period, Gross Firm Energy is expected to grow 425 GWh or 1.5% per year. The inclusion of Power Smart programs will lower Gross Firm Energy growth to 279 GWh or 1.0% per year

**QUESTION:**

In reference to (A) above, please provide a table that shows the annual data for the Gross Firm Energy and percentage growth for the last 20 years.

**RATIONALE FOR QUESTION:**

To review and analyze MH's sources related to forecasted growth of Gross Firm Energy.

**RESPONSE:**

Please see the table below.

<b>Gross Firm Energy</b>				
<b>Fiscal Year</b>	<b>Actual (GW.h)</b>	<b>Weather Adjusted (GW.h)</b>	<b>Annual Growth (GW.h)</b>	<b>Annual Growth Rate (%)</b>
1994/95	17,929	18,343		
1995/96	19,148	18,294	-49	-0.3%
1996/97	19,321	18,703	409	2.2%
1997/98	19,014	19,316	613	3.3%
1998/99	19,273	19,691	375	1.9%
1999/00	18,971	19,631	-59	-0.3%
2000/01	20,262	20,153	522	2.7%
2001/02	20,656	20,865	712	3.5%
2002/03	22,110	21,750	885	4.2%
2003/04	22,069	21,984	233	1.1%
2004/05	22,589	22,674	690	3.1%
2005/06	22,757	23,232	558	2.5%
2006/07	23,464	23,458	226	1.0%
2007/08	24,122	23,945	487	2.1%
2008/09	24,417	24,218	273	1.1%
2009/10	23,412	23,848	-370	-1.5%
2010/11	23,892	24,006	159	0.7%
2011/12	23,605	24,362	356	1.5%
2012/13	24,750	24,408	46	0.2%
2013/14	25,625	24,677	269	1.1%
<b>Ave Gr.</b>			<b>333</b>	<b>1.6%</b>

<b>Section:</b>	Tab 7	<b>Page No.:</b>	5 – 6 of 7, Figure 7.4
<b>Topic:</b>	Electric Load Forecast		
<b>Subtopic:</b>	Gross Firm Energy		
<b>Issue:</b>	Load Growth		

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

(A) MH states:

During the past 20 years, Gross Firm Energy has grown 333 GWh or 1.6% per year on a weather-adjusted basis. The trend in Gross Firm Energy growth has been relatively consistent over the period and reflects the effects of past improvements in energy efficiency codes and standards and past participation in Power Smart programs. As noted earlier, the economic downturn had a significant impact on some General Service Top Consumers in 2009/10 and was the main reason for the decline that year; however, since then excluding the loss of one Top Consumer, this sector has since recovered and resumed normal operations.

(B) MH also states:

During the forecast period, Gross Firm Energy is expected to grow 425 GWh or 1.5% per year. The inclusion of Power Smart programs will lower Gross Firm Energy growth to 279 GWh or 1.0% per year

**QUESTION:**

In reference to (B) above, please provide a table that shows annual data for the Gross Firm Energy used in the forecast and the energy savings to be achieved through Power Smart, for the forecast period.

**RATIONALE FOR QUESTION:**

To review and analyze MH's sources related to forecasted growth of Gross Firm Energy.

**RESPONSE:**

Please see the table below.

<b>Fiscal Year</b>	<b>Gross Firm Energy (GW.h)</b>	<b>Annual Growth (GW.h)</b>	<b>Annual Growth Rate (%)</b>	<b>DSM Programs (GW.h)</b>	<b>GFE less DSM (GW.h)</b>	<b>Annual Growth (GW.h)</b>	<b>Annual Growth Rate (%)</b>
2013/14	24,677				24,677		
2014/15	25,639	962	3.9%	283	25,355	678	2.7%
2015/16	26,130	491	1.9%	487	25,642	287	1.1%
2016/17	26,436	306	1.2%	780	25,655	13	0.1%
2017/18	27,174	739	2.8%	1,056	26,118	463	1.8%
2018/19	27,662	488	1.8%	1,407	26,256	137	0.5%
2019/20	28,247	585	2.1%	1,730	26,517	261	1.0%
2020/21	28,583	336	1.2%	1,988	26,595	78	0.3%
2021/22	28,937	354	1.2%	2,183	26,754	159	0.6%
2022/23	29,284	347	1.2%	2,296	26,988	234	0.9%
2023/24	29,626	342	1.2%	2,405	27,221	233	0.9%
2024/25	29,970	344	1.2%	2,487	27,484	263	1.0%
2025/26	30,316	345	1.2%	2,562	27,754	270	1.0%
2026/27	30,659	343	1.1%	2,637	28,022	269	1.0%
2027/28	31,006	347	1.1%	2,717	28,289	267	1.0%
2028/29	31,352	346	1.1%	2,797	28,555	266	0.9%
2029/30	31,703	351	1.1%	2,825	28,879	324	1.1%
2030/31	32,061	358	1.1%	2,851	29,210	331	1.1%
2031/32	32,424	363	1.1%	2,874	29,550	340	1.2%
2032/33	32,796	372	1.1%	2,895	29,902	351	1.2%
2033/34	33,177	380	1.2%	2,912	30,264	363	1.2%
		<b>425</b>	<b>1.5%</b>			<b>279</b>	<b>1.0%</b>

<b>Section:</b>	Tab 7	<b>Page No.:</b>	7 of 7, Figure 7.5
<b>Topic:</b>	Electric Load Forecast		
<b>Subtopic:</b>	Gross Total Peak		
<b>Issue:</b>	Forecast		

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

(A) MH states:

During the past 20 years, Gross Total Peak has grown 62 MW or 1.6% per year on an adjusted basis. Gross Total Peak has grown significantly since 2000/01, reflecting the general growth in energy load over that period.

(B) MH also states:

During the forecast period, Gross Total Peak is projected to grow 70 MW or 1.3% per year. The inclusion of Power Smart programs will lower the demand growth to 40 MW or 0.8% per year.

**QUESTION:**

In reference to (A) above, please provide a table that shows the annual data for the Gross Total Peak and percentage growth for the last 20 years.

**RATIONALE FOR QUESTION:**

This Information request seeks further details with respect to MH's forecasted Gross Total Peak.

**RESPONSE:**

Please see the table below.

**Gross Total Peak**

<b>Fiscal Year</b>	<b>Actual Peak (MW)</b>	<b>Normalized (MW)</b>	<b>Annual Growth (GW.h)</b>	<b>Annual Growth Rate (%)</b>
1994/95	3,299	3,403		
1995/96	3,628	3,477	74	2.2%
1996/97	3,444	3,493	16	0.5%
1997/98	3,525	3,647	155	4.4%
1998/99	3,596	3,617	-31	-0.8%
1999/00	3,555	3,653	36	1.0%
2000/01	3,672	3,684	31	0.9%
2001/02	3,797	3,800	116	3.2%
2002/03	3,948	3,979	179	4.7%
2003/04	3,994	4,033	54	1.4%
2004/05	4,201	4,136	104	2.6%
2005/06	4,085	4,176	39	1.0%
2006/07	4,208	4,189	13	0.3%
2007/08	4,304	4,333	144	3.4%
2008/09	4,509	4,322	-10	-0.2%
2009/10	4,393	4,345	22	0.5%
2010/11	4,286	4,401	56	1.3%
2011/12	4,367	4,523	122	2.8%
2012/13	4,559	4,556	33	0.7%
2013/14	4,743	4,587	31	0.7%
<b>Ave Gr.</b>			<b>62</b>	<b>1.6%</b>

<b>Section:</b>	Tab 7	<b>Page No.:</b>	7 of 7, Figure 7.5
<b>Topic:</b>	Electric Load Forecast		
<b>Subtopic:</b>	Gross Total Peak		
<b>Issue:</b>	Forecast		

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

(A) MH states:

During the past 20 years, Gross Total Peak has grown 62 MW or 1.6% per year on an adjusted basis. Gross Total Peak has grown significantly since 2000/01, reflecting the general growth in energy load over that period.

(B) MH also states:

During the forecast period, Gross Total Peak is projected to grow 70 MW or 1.3% per year. The inclusion of Power Smart programs will lower the demand growth to 40 MW or 0.8% per year.

**QUESTION:**

In reference to (B) above, please provide a table that shows annual data for the Gross Total Peak used in the forecast and the energy savings to be achieved through Power Smart, for the forecast period.

**RATIONALE FOR QUESTION:**

This Information request seeks further details with respect to MH's forecasted Gross Total Peak.

RESPONSE:

<b>Fiscal Year</b>	<b>Gross Total Peak (MW)</b>	<b>Annual Growth (MW)</b>	<b>Annual Growth Rate (%)</b>	<b>DSM Programs (MW)</b>	<b>Peak less DSM (MW)</b>	<b>Annual Growth (MW)</b>	<b>Annual Growth Rate (%)</b>
<b>2013/14</b>	4,587				4,587		
<b>2014/15</b>	4,716	129	2.8%	60	4,656	69	1.5%
<b>2015/16</b>	4,803	87	1.8%	111	4,692	36	0.8%
<b>2016/17</b>	4,861	58	1.2%	169	4,693	1	0.0%
<b>2017/18</b>	4,985	124	2.6%	226	4,760	67	1.4%
<b>2018/19</b>	5,068	83	1.7%	293	4,775	16	0.3%
<b>2019/20</b>	5,166	97	1.9%	353	4,812	37	0.8%
<b>2020/21</b>	5,223	58	1.1%	406	4,818	5	0.1%
<b>2021/22</b>	5,284	60	1.2%	449	4,834	17	0.3%
<b>2022/23</b>	5,342	59	1.1%	475	4,868	33	0.7%
<b>2023/24</b>	5,400	58	1.1%	498	4,902	34	0.7%
<b>2024/25</b>	5,458	58	1.1%	517	4,941	39	0.8%
<b>2025/26</b>	5,516	58	1.1%	533	4,983	41	0.8%
<b>2026/27</b>	5,574	58	1.0%	550	5,024	41	0.8%
<b>2027/28</b>	5,632	58	1.0%	566	5,066	42	0.8%
<b>2028/29</b>	5,690	58	1.0%	582	5,108	42	0.8%
<b>2029/30</b>	5,748	59	1.0%	585	5,163	55	1.1%
<b>2030/31</b>	5,808	60	1.0%	589	5,219	56	1.1%
<b>2031/32</b>	5,869	61	1.0%	592	5,277	58	1.1%
<b>2032/33</b>	5,931	62	1.1%	594	5,337	60	1.1%
<b>2033/34</b>	5,995	64	1.1%	596	5,399	62	1.2%
		<b>70</b>	<b>1.3%</b>			<b>41</b>	<b>0.8%</b>

<b>Section:</b>	Tab 3, PUB Order 5/12	<b>Page No.:</b>	109-110 (of Order 5/12)
<b>Topic:</b>	Integrated Financial Forecast & Economic Outlook		
<b>Subtopic:</b>	Risk		
<b>Issue:</b>	Drought / Water Flow Sensitivity		

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

(A) In Order 5/12, the Board noted the following:

MH stated that the largest single factor contributing to the delay in the achievement of the 75:25 debt/equity target was the 2002 to 2004 drought. The drought resulted in an approximate \$600 million reduction to net export revenues relative to a normal flow period and severely impeded MH's progress toward its financial targets. In 2002, the target year was changed from 2005/06 to 2011/12 to allow for a more gradual rate impact on customers.

**QUESTION:**

In reference to (A), please identify the history of drought in the past 20 years.

**RATIONALE FOR QUESTION:**

MH has stated that its earnings and financial reserves are highly sensitive to fluctuations in water flows. This Information Request seeks to clarify whether MH's forecast includes a period of drought and if so what its impact will be on MH's net income and retained earnings.

**RESPONSE:**

The history of Manitoba Hydro's water supply is shown in Figure 9.10 of Tab 9 (Historical Water Supply). In the past 20 years the most significant drought was 2003/04 which was the third lowest water supply year since 1912/13. Further information on the financial impact of drought can be found in Section 9.7 of Tab 9.

<b>Section:</b>	Tab 3, PUB Order 5/12	<b>Page No.:</b>	109-110 (of Order 5/12)
<b>Topic:</b>	Integrated Financial Forecast & Economic Outlook		
<b>Subtopic:</b>	Risk		
<b>Issue:</b>	Drought / Water Flow Sensitivity		

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

(A) In Order 5/12, the Board noted the following:

MH stated that the largest single factor contributing to the delay in the achievement of the 75:25 debt/equity target was the 2002 to 2004 drought. The drought resulted in an approximate \$600 million reduction to net export revenues relative to a normal flow period and severely impeded MH's progress toward its financial targets. In 2002, the target year was changed from 2005/06 to 2011/12 to allow for a more gradual rate impact on customers.

**QUESTION:**

In reference to (A), please confirm that the forecast period (i.e. future 20 years) does not contain a year of drought.

**RATIONALE FOR QUESTION:**

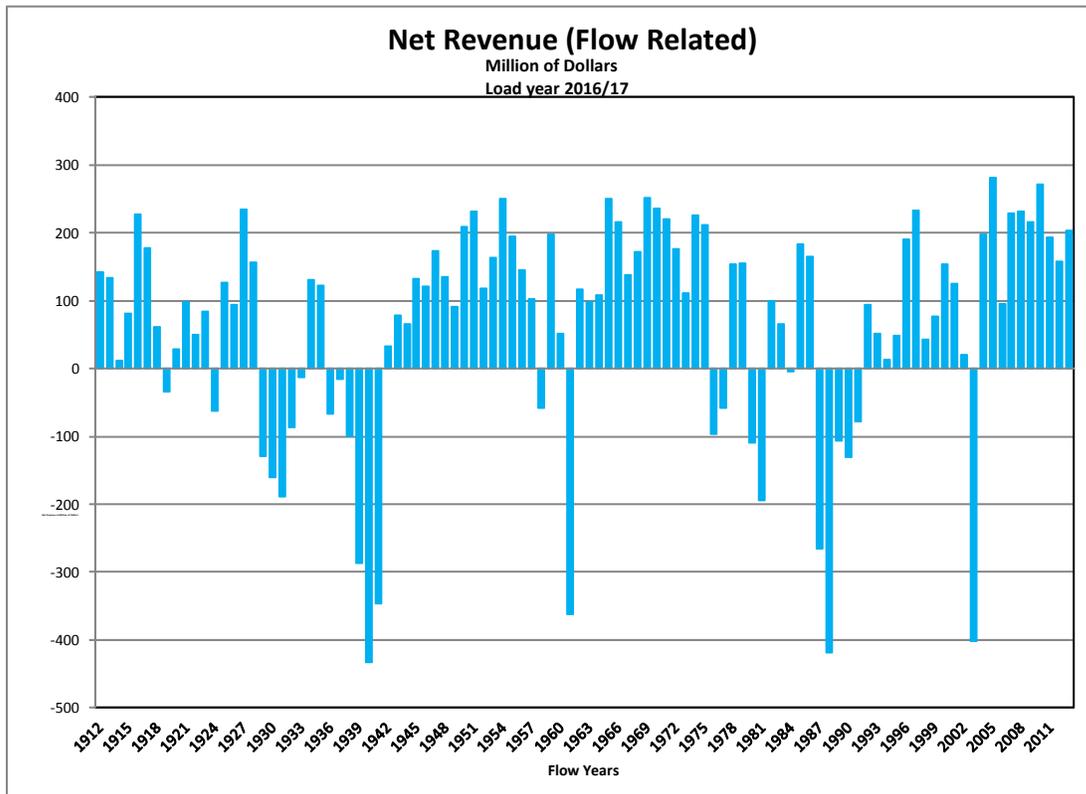
MH has stated that its earnings and financial reserves are highly sensitive to fluctuations in water flows. This Information Request seeks to clarify whether MH's forecast includes a period of drought and if so what its impact will be on MH's net income and retained earnings.

**RESPONSE:**

No forecast year is based solely on drought flows but each forecast year reflects an average over all historic flow conditions. From 2016/17 (year-3) and onwards, the net revenue projected in each year of IFF14 represents the average net revenue based on 102 separate historic flow years (1912/13 to 2013/14, inclusive). The figure below shows the net flow related revenue under each of these historic flow years for load year 2016/17. As shown in

the figure, the net revenues fluctuate based on flow volumes in the particular year. Historic periods of drought, such as the low flow period from 1987/88 to 1991/92, are therefore implicitly included in the average net revenue along with all other flow conditions experienced from 1912/13 to 2013/14, inclusive.

Appendix 3.3, Section 16.0, page 22 of the Application provides a sensitivity analysis demonstrating the financial impacts of a reoccurrence of the representative 5-year drought (flow years 1987/88 to 1991/92, inclusive). The impact to retained earnings of a drought from 2016/17 to 2020/21 is projected to be \$1.7 billion lower by 2020/21 compared to retained earnings forecast in IFF14 based on average revenues under all 102 flow conditions.



<b>Section:</b>	Tab 3, PUB Order 5/12	<b>Page No.:</b>	109-110 (of Order 5/12)
<b>Topic:</b>	Integrated Financial Forecast & Economic Outlook		
<b>Subtopic:</b>	Risk		
<b>Issue:</b>	Drought / Water Flow Sensitivity		

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

(A) In Order 5/12, the Board noted the following:

MH stated that the largest single factor contributing to the delay in the achievement of the 75:25 debt/equity target was the 2002 to 2004 drought. The drought resulted in an approximate \$600 million reduction to net export revenues relative to a normal flow period and severely impeded MH's progress toward its financial targets. In 2002, the target year was changed from 2005/06 to 2011/12 to allow for a more gradual rate impact on customers.

**QUESTION:**

If the confirmation sought in b) is not provided, please identify the year(s) in which a drought was assumed during the forecast period.

**RATIONALE FOR QUESTION:**

MH has stated that its earnings and financial reserves are highly sensitive to fluctuations in water flows. This Information Request seeks to clarify whether MH's forecast includes a period of drought and if so what its impact will be on MH's net income and retained earnings.

**RESPONSE:**

Please see Manitoba Hydro's response to MMF/MH-I-15b.

<b>Section:</b>	Tab 3, PUB Order 5/12	<b>Page No.:</b>	109-110 (of Order 5/12)
<b>Topic:</b>	Integrated Financial Forecast & Economic Outlook		
<b>Subtopic:</b>	Risk		
<b>Issue:</b>	Drought / Water Flow Sensitivity		

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

(A) In Order 5/12, the Board noted the following:

MH stated that the largest single factor contributing to the delay in the achievement of the 75:25 debt/equity target was the 2002 to 2004 drought. The drought resulted in an approximate \$600 million reduction to net export revenues relative to a normal flow period and severely impeded MH's progress toward its financial targets. In 2002, the target year was changed from 2005/06 to 2011/12 to allow for a more gradual rate impact on customers.

**QUESTION:**

If the confirmation sought in b) is not provided, please quantify the impact on each of net income and retained earnings in each of the year(s) in which a drought was assumed during the forecast period.

**RATIONALE FOR QUESTION:**

MH has stated that its earnings and financial reserves are highly sensitive to fluctuations in water flows. This Information Request seeks to clarify whether MH's forecast includes a period of drought and if so what its impact will be on MH's net income and retained earnings.

**RESPONSE:**

Please see Manitoba Hydro's response to MMF/MH-I-15b.

<b>Section:</b>	Tab 3, PUB Order 5/12	<b>Page No.:</b>	109-110 (of Order 5/12)
<b>Topic:</b>	Integrated Financial Forecast & Economic Outlook		
<b>Subtopic:</b>	Risk		
<b>Issue:</b>	Drought / Water Flow Sensitivity		

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

(A) In Order 5/12, the Board noted the following:

MH stated that the largest single factor contributing to the delay in the achievement of the 75:25 debt/equity target was the 2002 to 2004 drought. The drought resulted in an approximate \$600 million reduction to net export revenues relative to a normal flow period and severely impeded MH's progress toward its financial targets. In 2002, the target year was changed from 2005/06 to 2011/12 to allow for a more gradual rate impact on customers.

**QUESTION:**

In reference to (A), please confirm that "normal flow period" in the context of the passage quoted refers to median water flows, as discussed in MH's PCOSS.

**RATIONALE FOR QUESTION:**

MH has stated that its earnings and financial reserves are highly sensitive to fluctuations in water flows. This Information Request seeks to clarify whether MH's forecast includes a period of drought and if so what its impact will be on MH's net income and retained earnings.

**RESPONSE:**

Manitoba Hydro confirms that "normal flow period" refers to median water flows.

<b>Section:</b>	Tab 3, PUB Order 5/12	<b>Page No.:</b>	109-110 (of Order 5/12)
<b>Topic:</b>	Integrated Financial Forecast & Economic Outlook		
<b>Subtopic:</b>	Risk		
<b>Issue:</b>	Drought / Water Flow Sensitivity		

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

(A) In Order 5/12, the Board noted the following:

MH stated that the largest single factor contributing to the delay in the achievement of the 75:25 debt/equity target was the 2002 to 2004 drought. The drought resulted in an approximate \$600 million reduction to net export revenues relative to a normal flow period and severely impeded MH's progress toward its financial targets. In 2002, the target year was changed from 2005/06 to 2011/12 to allow for a more gradual rate impact on customers.

**QUESTION:**

If the confirmation sought in b) is not provided, please clarify MH's understanding of "normal flow period" in the context of the passage quoted.

**RATIONALE FOR QUESTION:**

MH has stated that its earnings and financial reserves are highly sensitive to fluctuations in water flows. This Information Request seeks to clarify whether MH's forecast includes a period of drought and if so what its impact will be on MH's net income and retained earnings.

**RESPONSE:**

Manitoba Hydro interprets this question to refer to the confirmation sought in MMF/MH-I-15e. Please see Manitoba Hydro's response to MMF/MH-I-15e.

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Appendix 8.2
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	DSM mitigation strategy		
<b>Issue:</b>	DSM measures		

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

The Board has often noted the importance of DSM in mitigating rate increase impacts on the specific customer segments of rural, all-electric, low-income, First Nations, renters, and small/medium business.

**QUESTION:**

In an Excel spreadsheet, list each (i) residential and (ii) small and medium business electric measure implemented, by year for each of the last five years and for the next projected two years, including for each year:

- a) Number of installations.
- b) Annual and lifetime savings per installation (kwh, kw, and \$, and % reductions of each).
- c) Percentage reduction of average bill per installation (kwh, kw, and \$, and % reductions of each).
- d) Co-payment (customer portion of expenditure) requirement.

**RATIONALE FOR QUESTION:**

To learn the specific DSM measures that are, and are not, employed in the Power Smart programs, and the achievements thereof.

**RESPONSE:**

Pursuant to PUB Order 33/15, no response is required to this Information Request.

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Appendix 8.2
<b>Topic:</b>	Rate impacts on certain customer segments		
<b>Subtopic:</b>	DSM mitigation strategy		
<b>Issue:</b>	DSM measures; DSM equity		

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

The Board has expressed concern for mitigation of rate increases, by means of DSM and other means, for certain segments of the Province, including rural, all-electric, and remote customers, as well as tenants. In particular the Board has expressed concern for low income, victims of energy poverty, and First Nations customers and called for increased efforts to their benefit. E.g., Order 5/12 at 162-166.

**QUESTION:**

In an Excel spreadsheet, list each residential electric measure implemented, by year for each of the last five years and for the next projected two years, including for each year, separately stated for:

- a) Dwellings occupied by Low-income households;
- b) Dwellings occupied by by First Nations households;
- c) Dwellings in northern Manitoba;
- d) Dwellings in rural areas of Manitoba (defined as areas of no natural gas availability);
- e) Dwellings that are all-electric;
- f) Dwellings in Winnipeg;
- g) All residential dwellings,
- h) Renters among each of the foregoing categories, and
- i) small and medium business.

**RATIONALE FOR QUESTION:**

To learn the specific DSM measures that are, and are not, employed in the Power Smart programs, in specific areas and for specific categories of households.

**RESPONSE:**

Pursuant to PUB Order 33/15, no response is required to this Information Request.

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Appendix 8.2
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	DSM mitigation strategy		
<b>Issue:</b>	DSM scale		

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

The Board has previously relied, in part, on Mr. Dunsky's survey of other utility DSM efforts, e.g., Order 43/13 at pgs. 41-42, and recommendations for improvements in DSM programs, Order 5/12 at pg. 163.

**QUESTION:**

- a) Update Mr. Dunsky's survey of percentage of savings by benchmark utilities, compared to MH's.
- b) Describe the Company's responses and actions with respect to all of Mr. Dunsky's recommendations.

**RATIONALE FOR QUESTION:**

To compare the results of MH's DSM efforts, as a percentage reduction to sales, compared to that of other utilities.

**RESPONSE:**

Pursuant to PUB Order 33/15, no response is required to this Information Request.

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Appendix 8.2
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	DSM mitigation strategy		
<b>Issue:</b>	DSM scale; DSM equity		

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

The Board has expressed interest in the scale and equity of DSM efforts.

**QUESTION:**

In an Excel spreadsheet, by year for each of the last five years and for the next projected two years, state for each year the (i) residential and (ii) small and medium business electric DSM plan/budget, actual expenditure, number of houses treated, total annual and lifetime savings (kwh, kw, and bill savings, and percentage reductions of each), per dwelling annual and lifetime savings (kwh, kw, and bill savings, and percentage reductions of each) for each of the following:

- a) Dwellings occupied by Low-income households;
- b) Dwellings occupied by First Nations households;
- c) Dwellings in northern Manitoba;
- d) Dwellings in rural areas of Manitoba (defined as areas of no natural gas availability);
- e) Dwellings that are all-electric;
- f) Dwellings in Winnipeg,
- g) All residential dwellings, and
- h) small and medium business.

**RATIONALE FOR QUESTION:**

To learn of the distribution of MH's DSM efforts, and their results, for specific segments of the Province.

**RESPONSE:**

Pursuant to PUB Order 33/15, no response is required to this Information Request.

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Appendix 8.2 at j and pgs. 30-32
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	DSM mitigation strategy; Affordable Energy mitigation strategy; First Nations focus		
<b>Issue:</b>	DSM programs; DSM equity		

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

The Board has expressed concern about the availability and impact of DSM for certain segments of the Province, as well as for the scale of DSM generally.

**QUESTION:**

In an Excel spreadsheet, by year for each of the last five years and for the next projected two years, state for each year the (i) residential and (ii) small and medium business electric DSM plan/budget, actual expenditure, number of houses treated, total annual and lifetime savings (kwh, kw, and bill reductions, and percentage reductions of each), per dwelling annual and lifetime savings (kwh, kw, and bill reductions, and percentage reductions of each) for each of the following programs:

- a) DSM support and cost recovery;
- b) Codes and Standards;
- c) Incentives: insulation;
- d) Incentives: propane/oil heaters;
- e) Incentives: electric heaters;
- f) Incentives: Free water kits;
- g) Incentives: Refrigerators (\$40);
- h) Affordable Energy: insulation;
- i) Affordable Energy: low/no-cost measures;
- j) Affordable Energy: other measures;
- k) First Nations Power Smart: insulation;
- l) First Nations Power Smart: low/no-cost measures;
- m) First Nations Power Smart: other measures; and
- n) CFL program.

**RATIONALE FOR QUESTION:**

To determine the targeting and impacts of specific DSM programs.

**RESPONSE:**

Pursuant to PUB Order 33/15, no response is required to this Information Request.

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Appendix 8.2 at pg. 20 et seq.
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	DSM mitigation strategy		
<b>Issue:</b>	DSM programs; DSM equity		

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

The Board has expressed concern about the availability and impact of DSM for certain segments of the Province, as well as for the effectiveness of DSM generally.

**QUESTION:**

Confirm that the electric DSM Support and Cost Recovery programs provide only information and financing. If more is provided, describe in detail.

**RATIONALE FOR QUESTION:**

To determine the content of specific DSM programs.

**RESPONSE:**

Pursuant to PUB Order 33/15, no response is required to this Information Request.

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Appendix 8.2 at 28
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	DSM mitigation strategy		
<b>Issue:</b>	DSM programs; DSM equity		

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

The Board has expressed concern about the availability and impact of DSM for certain segments of the Province.

**QUESTION:**

Provide all documentation concerning the impact of the electric Codes and Standards program on:

- a) the first cost of items to which the program applies; and
- b) the ability of low-income customers to afford items to which the program applies.

**RATIONALE FOR QUESTION:**

To determine the impact of a Company DSM program on specific customer segments.

**RESPONSE:**

Pursuant to PUB Order 33/15, no response is required to this Information Request.

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Appendix 8.2
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	DSM mitigation strategy		
<b>Issue:</b>	DSM programs; DSM measures		

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

The Board has expressed interest in the effectiveness and cost-effectiveness of MH's DSM programs.

**QUESTION:**

Describe in detail the CFL program, including level of rebates and final cost to consumers.

**RATIONALE FOR QUESTION:**

To determine the details of MH's program to install CFL lighting, as well as to test the comparison between CFL and LED lighting.

**RESPONSE:**

Pursuant to PUB Order 33/15, no response is required to this Information Request.

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Appendix 8.2
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	DSM mitigation strategy		
<b>Issue:</b>	DSM programs; DSM measures		

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

The Board has expressed interest in the effectiveness and cost-effectiveness of MH's DSM programs.

**QUESTION:**

Describe in detail and provide documentation concerning MH's consideration of promoting LED lamps instead of CFLs.

**RATIONALE FOR QUESTION:**

To determine the details of MH's program to install CFL lighting, as well as to test the comparison between CFL and LED lighting.

**RESPONSE:**

Pursuant to PUB Order 33/15, no response is required to this Information Request.

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Appendix 8.2
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	Affordable Energy mitigation strategy; First Nations focus		
<b>Issue:</b>	DSM programs; DSM equity		

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

The Board has expressed interest in DSM programs for certain segments of the Province.

**QUESTION:**

Describe in detail the electric offering(s) of the a) Affordable Energy and b) First Nations Power Smart programs. Include documentation, all marketing materials, complete list of measures and their rebates and final cost to participating customers, and income eligibility guidelines.

**RATIONALE FOR QUESTION:**

To determine the details of the DSM program offerings to certain segments of the Province.

**RESPONSE:**

The Affordable Energy Program provides energy efficiency upgrades for homeowners and landlords with lower income tenants and the First Nations Power Smart Program provides energy efficiency upgrades to residents of First Nation Communities. Both programs are focused on capturing energy efficient opportunities and assisting customers through having lower energy costs. The following table provides the electric measures targeted.

<b>AEP and First Nations Power Smart Program Electric Offering (Inception to October 2014)</b>	<b>AEP and First Nations Power Smart Program Electric Offering (November 2014 to Present)</b>
Insulation	Insulation
Basic Measures	Basic Measures
CFLs (6 - 3x23watt, 3x13 watt)	LED bulbs (4)
Showerheads (2)	Showerheads (2)
Kitchen Aerators (1)	Kitchen Aerators (1)
Bathroom Aerators (2)	Bathroom Aerators (2)
Fridge Freezer Card (1)	Fridge Freezer Card (1)
Caulking Tubes (1)	Window Kits (3)
Caulking Guns (1)	Package of Electric Socket Gaskets
Packages of Electric Socket Gaskets	Package of Electric Sockets Caps
Packages of Electric Socket Caps	Pipe wrap for Hot Water Tanks (3m)
Pipe wrap for Hot Water Tanks (3m)	

The income eligibility guidelines are based on 125% of Statistics Canada Winnipeg Low Income Cut Off (LICO) income thresholds, as follows:

<b>Total Income Threshold*</b>	
<b>Number of People</b>	<b>Total Income</b>
1 person	\$29,826
2 people	\$37,133
3 people	\$45,650
4 people	\$55,425
5 people	\$62,863
6 people	\$70,898
7 or more people	\$78,934

\*Income qualifications are based on how many people live in your home and the total income (before deductions) of the household.

There is no cost for lower income customers to participate in the Affordable Energy and First Nation Power Smart programs.

The Affordable Energy Program utilizes a broad, comprehensive and multi-pronged marketing approach to reach lower income customers, including those in arrears. See attachment 1 for samples of the Affordable Energy Program marketing material and see attachment 2 for a copy of the Affordable Energy Marketing Plan. Manitoba Hydro has worked with and continues to work with a number of different government and non-government and community based organizations (including First Nation communities) to educate, promote, market and deliver the Affordable Energy Program. The following describes efforts on a number of fronts to market the Affordable Energy and First Nation Power Smart Programs.

### **Direct Marketing Approach**

Manitoba Hydro markets its Affordable Energy directly to customers utilizing a province wide marketing campaign run year round and utilizing a number of channels to reach customers including radio, news print, bill inserts, community posters, billboard advertising, TV, radio, direct mailer, transit bus shelters, etc.

### **LiveSafe!**

In July 2010, Canada, Manitoba and Winnipeg signed a five-year Memorandum of Collaboration to better align government work and resources to help improve the socio-economic outcomes of Winnipeg's urban Aboriginal residents. The MOC is supported by an Intergovernmental Strategic Aboriginal Alignment (ISAA) Working Group, comprised of representation from the three participating levels of government. Consultations with Aboriginal people and Winnipeg residents took place and "increasing neighbourhood safety by promoting affordable, appropriate, safe housing and community services" was identified as a priority.

As a result, the LiveSafe! Working Group was established to develop and implement a Community Safety and Wellness plan within a targeted 21 block area of Winnipeg in the William Whyte and Dufferin neighbourhoods. Manitoba Hydro was invited to speak with the LiveSafe! Working Group about its Power Smart programs; specifically, the Affordable Energy Program. As a result of that presentation, Manitoba Hydro has been further invited to participate on a sub-committee established to look at ways that housing can be improved in the 21 block area.

**Residential rehabilitation Assistance Program (“RRAP”)**

The RRAP is a program offered by the Province of Manitoba. RRAP provides financial assistance to low-income homeowners by providing a forgivable loan to pay for eligible repairs to their homes, including structural, electrical, plumbing, heating and fire safety repairs. Manitoba Hydro encourages customers to apply for RRAP where their home may require repair before additional insulation can be installed. Similarly, RRAP encourages customers who may require additional insulation and/or a new heating system to apply for the Affordable Energy Program. In addition, RRAP and Manitoba Hydro often consult each other on the application of program policies, terms and conditions.

**Neighbourhoods Alive!**

Manitoba Hydro has built relationships with many community renewal organizations since the inception of the Affordable Energy Program. In the fall of 2011, Manitoba Hydro partnered with Neighbourhoods Alive! to host a meeting of community renewal corporations located in Neighbourhoods Alive! communities to brainstorm ways to promote the Affordable Energy Program and improve housing. Manitoba Hydro has and continues to work with community renewal corporations to promote the Affordable Energy Program.

**Community and Social Enterprise Groups**

Manitoba Hydro works with a number of community and social enterprise groups who specifically target, support and market the Affordable Energy Program to neighbourhoods or communities. These community based and social enterprise groups include North End Community Renewal Corporation (NECRC), Brandon Neighbourhood Renewal Corporation (BNRC) and BUILD.

With NECRC, Manitoba Hydro provides funding to employ an individual from the community to act as a Community Energy Advocate in the William Whyte Neighbourhood. The Community Energy Advocate promotes and markets the Affordable Energy Program and offers customers assistance when completing the required documentation. Similar with BNRC, Manitoba Hydro provides funding to employ an individual from the community to act as a Community Energy Advocate in Brandon for the same purposes.

Manitoba Hydro provided funding to BUILD for hiring a marketing coordinator. The marketing coordinator further supported the promotion of the community based initiative in the William White area and also target marketed the Affordable Energy Program to landlords, property managers and non-profit housing organizations.

**Neighbourhood Street by Street Approach**

Working in partnership with NECRC and BNRC, the Affordable Energy Program is aggressively marketing to households using a door to door approach. The door to door campaign is undertaken utilizing Manitoba Hydro's staff and the energy advocates from BNRC and NECRC. The initiative targets specific neighbourhoods which have a higher concentration of lower income customers. The Neighbourhood Pilot Project was launched at an event attended by the Honourable Stan Struthers and Honourable Kevin Chief in May 2014.

**First Nation Community Approach**

To promote the First Nation Program, Manitoba Hydro takes a direct marketing approach with each First Nation community. Under the First Nations Power Smart Program, a dedicated First Nations Energy Advisor promotes and markets the program directly to First Nation Communities. Using a dedicated team partnership approach, each First Nations Community works with Manitoba Hydro's First Nations Energy Advisor to help support and encourage the communities to capture energy efficient opportunities. Energy efficient workshops and seminars are offered to the community as well as training and funding for the installation of materials. This provides economic support to the community as well as sustainable solutions for home improvements.

**Manitoba Metis Federation**

An Advisory Committee is in place for the Affordable Energy Program to facilitate communication between parties with a vested interest in the Program and its customers. The group typically meets quarterly to discuss program developments and marketing efforts. The Advisory Committee is comprised of representation from Green Action Centre, Consumer's Association of Canada (Manitoba Chapter), Manitoba Housing, Professional Property Managers Association, Manitoba Metis Federation, and Manitoba Non-Profit Housing Association. The goal of the committee is to discuss program updates and identify opportunities related to the program to further increase participation.

The Affordable Energy Program is working directly with the MMF Advisory Committee member to promote the program through the Manitoba Metis Federation regional offices

**Manitoba Housing and Non-Profit Social Housing Organizations**

Manitoba Hydro works with both Manitoba Housing as well as non-profit social housing organizations to capture energy efficient opportunities in homes designated for customers

with lower incomes. Social enterprises are often engaged to perform the energy efficient retrofits. For example the Affordable Energy Program is currently working with BUILD (Building Urban Industries for Local Development), MGR (Manitoba Green Retrofit), BEEP (Brandon Energy Efficient Program), and various nonprofit housing groups to retrofit a number of homes under the program.

### **Community Outreach Marketing Efforts**

The Community Outreach Program seeks to increase awareness and therefore participation in communities with higher incidences of lower income customers through the use of public spaces. This is achieved by utilizing public bulletin boards, connecting with community groups, providing presentations and information material such as posters or brochures and attending community events. The objective is to increase program exposure and awareness, and to build relationships with leaders in the community. This outreach has been conducted in the West Broadway and South Osborne outside of the William Whyte and targeted neighbourhoods in Brandon. A broad variety of venues have been used to promote the Affordable Energy Program including community centres, arenas, libraries, grocery stores, laundry mats, and legions. Specific examples of Manitoba Hydro's efforts to increase awareness and participation in the Affordable Energy Program includes:

- Staff from Manitoba Hydro's Affordable Energy group visited the Safeway on Mountain Avenue in August 2014 to directly promote the program during an in-store promotion. As part of the promotional efforts, reusable grocery bags containing program information and other promotional items were handed out to customers going to Safeway.
- Staff from Manitoba Hydro's Affordable Energy group visited the South Osborne Street Festival on August 23, 2014 to promote the program. At this event, customers were also given reusable grocery bags containing program information and other promotional items.
- In September 2014, Manitoba Hydro's Affordable Energy Program sponsored a drive-in movie night at the Norberry-Glenlee Community Centre. Attendees were provided with promotional items and program information.

### **Salvation Army**

Manitoba Hydro currently works closely with The Salvation Army to provide assistance to individuals facing financial hardship. Through participation in the Neighbours Helping Neighbours, customers are required to complete an Affordable Energy application to encourage participation in the Affordable Energy Program. Affordable Energy staff follow up with former NHN participants on a weekly basis to further promote participation in the program. The Salvation Army is also promoting the Affordable Energy Program to individuals requesting food assistance or food hampers.

### **Seniors and Healthy Aging Secretariat**

Manitoba Hydro works with the Seniors and Healthy Aging Secretariat to promote energy efficiency programs, including the Affordable Energy Program.

### **Employment and Income Assistance**

Manitoba Hydro works with Employment and Income Assistance to promote its Affordable Energy Program to recipients receiving assistance through their case workers.

### **Participating Contractors**

The Affordable Energy staff provide participating contractors with information and training to encourage the contractors to promote the program.

### **Financial Institutions**

The Affordable Energy Program works with financial institutions to provide program information to their members. The Affordable Energy Program is currently working with the Assiniboine Credit Union and Austin Credit Union.

### **Residential Tenancies Branch**

The Affordable Energy Program also promotes its benefits to landlords through the RTB via communication.

### **Manitoba Non-Profit Housing Association (MNPFA)**

The Affordable Energy Program is a member of the Manitoba Non-Profit Housing Association and promotes the program through the MNPFA Conference. Interacting with members and delegates increases program awareness and promotes the program's benefits to Housing Managers.

**Professional Property Managers Association (PPMA)**

Manitoba Hydro has a long established relationship with the PPMA and has a representative who attends meetings to continually promote all of Manitoba Hydro's Power Smart Programs including the Affordable Energy Program.

MMF/MH- 1-24 Affordable Energy Program Marketing Materials PDF

Contents

PG.3 – Banner Ad – Furnace

PG.4 – Banner Ad – Insulation

PG.5-6 – Bill Insert

PG.7-8 – Brochure – Community BNRC

PG.9-10 – Brochure – Community NECRC

PG.11-12 – Brochure – Owner / Tenant

PG.13-14 – Brochure – Rental

PG.15 – Bus Ad

PG.16 – Digital Ad – Community Engagement (Movie)

PG.17 – Digital Poster

PG.18 – District Office Print Ad – TSA

PG.19-34 – Instruction Book – First Nations Direct Install

PG.35-42 – Customer Information Book – First Nations Direct Install

PG.43 – Lawn Sign – Community BNRC

PG.44 – Lawn Sign – Community NECRC

PG.45 – Leaflet – Community BNRC

PG.46 – Leaflet – Community NECRC (2)

PG.47 – Leaflet – Community NECRC

PG.48 – Outdoor Ad – Convenience Store

PG.49 – Pamphlet – Community NECRC

PG.50 – Print Ad

PG.51 – Print Ad

PG.52 – Print Ad

PG.53 – Reusable Shopping Bag – It’s True

PG.54 – Social Media Ad

PG.55 – Social Media Ad

PG.56 – Superboard

PG.57 – Transit Ad



MMF/MH I-24

Attachment 1

Page 3 of 57

“A new natural gas  
furnace for \$570?  
Free insulation?”

**IT'S TRUE.**

See if you qualify.

 **Manitoba  
Hydro**  
**POWER SMART**

“I can insulate my  
home for FREE?”

**IT'S TRUE.**

See if you qualify.



« Un nouveau générateur  
d'air chaud au gaz naturel  
pour 9,50 \$ par mois? »

“A new natural gas  
furnace for  
\$9.50 a month?”

« Je peux isoler  
ma maison  
GRATUITEMENT? »

“I can insulate  
my home for  
FREE?”

C'EST  
VRAI!

IT'S  
TRUE.



<b>JOB DETAILS/SPECS</b>	
CLIENT:	Manitoba Hydro Power Smart
DOCKET:	20671
PROOF #:	1
PROOF DUE:	Aug 6 2014
JOB:	AEP
PUBLICATION:	Bill Insert
SIZE:	3.75" x 8"
INK:	CMYK
BLEED:	.125"
DUE AT PUB:	TBD
RUN DATE:	TBD
DESIGNER:	TV

<input type="checkbox"/> Approved as is	<input type="checkbox"/> Approved as is
<input type="checkbox"/> Approved with changes	<input type="checkbox"/> Approved with changes
<input type="checkbox"/> New proof required	<input type="checkbox"/> New proof required
<b>Production manager</b>	<b>Director of creative services</b>
<input type="checkbox"/> Approved as is	<input type="checkbox"/> Approved as is
<input type="checkbox"/> Approved with changes	<input type="checkbox"/> Approved with changes
<input type="checkbox"/> New proof required	<input type="checkbox"/> New proof required
<b>Copywriter</b>	<b>Account coordinator</b>
<input type="checkbox"/> Approved as is	<input type="checkbox"/> Approved as is
<input type="checkbox"/> Approved with changes	<input type="checkbox"/> Approved with changes
<input type="checkbox"/> New proof required	<input type="checkbox"/> New proof required
<b>Designer/art director</b>	<b>Account manager</b>
<input type="checkbox"/> Approved as is	
<input type="checkbox"/> Approved with changes	
<input type="checkbox"/> New proof required	
<b>Account creative director</b>	
	___/___/___
	CLIENT SIGNATURE      DATE



**Take advantage of these opportunities now** so you are prepared for the winter. Upgrading your insulation and furnace will reduce your monthly energy bill and save you money. You could get approximately \$4,000 worth of insulation upgrades for FREE if you qualify. You could also receive a new high-efficiency natural gas furnace, and installation, for only \$9.50/month over five years (\$570 total cost.) That's thousands less than it would normally cost to install a new furnace.

**Tirez profit de ces occasions dès aujourd'hui** et soyez prêt pour l'hiver. Améliorez votre isolation et remplacez votre générateur d'air chaud maintenant pour réduire votre facture d'énergie mensuelle et économiser de l'argent. Si vous êtes admissible, vous pourriez recevoir GRATUITEMENT des améliorations d'isolation d'une valeur d'environ 4 000 \$. Vous pourriez aussi obtenir un nouveau générateur d'air chaud au gaz naturel à haut rendement, y compris l'installation, pour seulement 9,50 \$ par mois sur cinq ans (coût total de 570 \$). Il s'agit de milliers de dollars de moins qu'il n'en coûterait normalement pour installer un nouveau générateur d'air chaud.

See if you qualify./ Voyez si vous êtes admissible :

[hydro.mb.ca/affordableenergy](http://hydro.mb.ca/affordableenergy)

OR CALL/ OU COMPOSEZ LE **1-855-360-3643**



*Some conditions apply. Certaines conditions s'appliquent.*

\*Manitoba Hydro is a licensee of the Trademark and Official Mark.



For more information,  
or if we missed you,  
contact us:

Your Energy Efficiency Outreach Coordinator  
Brandon Neighbourhood Renewal Corporation  
2200 Hilton Avenue  
Brandon, MB R7B 4B2  
[www.bnrc.ca](http://www.bnrc.ca)  
Email: [h.switzer@brandon.ca](mailto:h.switzer@brandon.ca)

**204-729-2492**



# Neighbourhood Power Smart Project

Making energy more  
affordable.



The Brandon Neighbourhood Renewal Corporation is working to help make the homes in your neighbourhood more energy efficient. An energy efficiency outreach coordinator is coming to your door to show you how you can save money on your energy bill.

Heating your home and water make up the largest portion of your energy bill. Keep your money in your wallet by keeping the cold air out in winter and the warm air out in summer. Let our advisor show you how easy it is to save money on your energy bill.

### What happens when we contact you?

1. We'll talk to you about your home and tell you which Manitoba Hydro Power Smart program may be best suited to help you save energy.
2. We will make suggestions based upon your current household and living arrangements and we will walk you through the process step-by-step.
3. We will help you complete any necessary forms and answer any questions you may have.
4. You may qualify for a free in-home energy efficiency review, which will show you what you can do to save energy around your home. You will also receive free energy saving devices, such as a low-flow showerhead and energy efficient light bulbs.
5. You may be recommended to upgrade your furnace, boiler, or insulation. If you wish to proceed, we will help you with the paperwork and contractors. We are here to make this easy for you.

**FREE insulation? A natural gas furnace for \$9.50 a month, or a \$3000 rebate towards a high-efficiency natural gas boiler. IT'S TRUE!**

**If you qualify for the Affordable Energy Program (AEP), you will receive:**

- Free qualifying insulation upgrades, including installation – on average, participants receive approximately \$4,000 in free upgrades.
- New high efficiency natural gas furnace installed for only \$9.50/month for five years\* – that's only \$570 which is thousands less than it would normally cost.

\*This offer subject to change at any time.

### Other Power Smart programs

If you're not eligible for AEP, other Power Smart programs can help you make energy saving improvements.

#### Home Insulation Program

Insulating your home is one of the easiest and most cost-effective ways to save energy and lower your energy bill up to \$150 a year.

#### Water & Energy Saver Program

Do you have your FREE water and energy saver kit? By adding faucet aerators and using a low flow showerhead, you can save up to \$30 a year on your energy bill.

#### PAYS Financing

Power Smart PAYS Financing is a convenient and affordable financing option if you want to make energy efficiency upgrades to your home. Your monthly payment is less than your estimated annual utility savings\*. These savings are averaged over 12 months and are used to determine your monthly payment. Your monthly payment will be added to your energy bill.

\* Estimated annual utility savings after qualifying upgrades have been completed.

#### Power Smart Residential Loan (PSRL)

PSRL can be used to replace/renovate windows and doors, residential space heating equipment, insulation, ventilation, residential water heating equipment, and more. Monthly installments will be included on your energy bill.



**Start saving money on your energy bill.**

**Add value and comfort to your home.**

**Be part of the Neighbourhood Power Smart Project.**



For more information,  
or if we missed you,  
contact us:

Your Community Energy Advocate  
North End Community Renewal Corp.  
509 Selkirk Avenue  
Email: [energy@necrc.org](mailto:energy@necrc.org)

**204-998-7297**



# Neighbourhood Power Smart Project

Making energy more  
affordable.



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The North End Community Renewal Corporation is working to help make the homes in your neighbourhood more energy efficient. An energy efficiency outreach coordinator is coming to your door to show you how you can save money on your energy bill.

Heating your home and water make up the largest portion of your energy bill. Keep your money in your wallet by keeping the cold air out in winter and the warm air out in summer. Let our advisor show you how easy it is to save money on your energy bill.

### What happens when we contact you?

1. We'll talk to you about your home and tell you which Manitoba Hydro Power Smart program may be best suited to help you save energy.
2. We will make suggestions based upon your current household and living arrangements and we will walk you through the process step-by-step.
3. We will help you complete any necessary forms and answer any questions you may have.
4. You may qualify for a free in-home energy efficiency review, which will show you what you can do to save energy around your home. You will also receive free energy saving devices, such as a low-flow showerhead and energy efficient light bulbs.
5. You may be recommended to upgrade your furnace, boiler, or insulation. If you wish to proceed, we will help you with the paperwork and contractors. We are here to make this easy for you.

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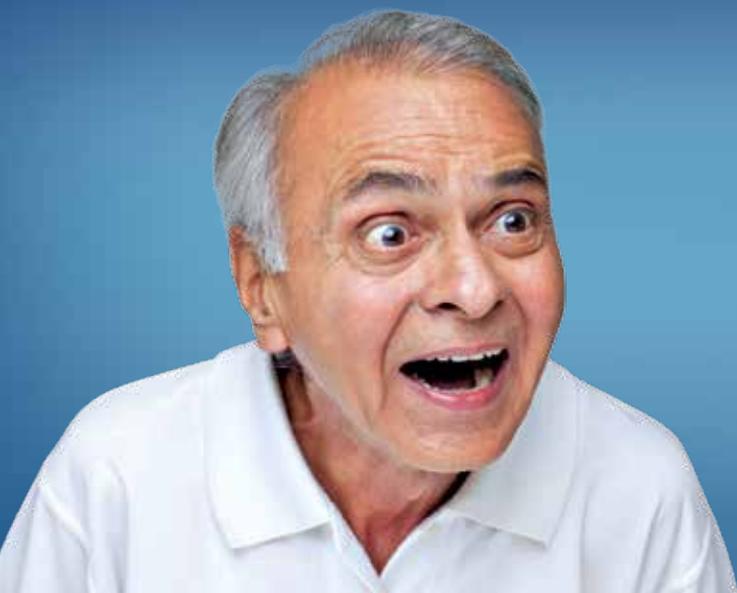
**Start saving money on your energy bill.  
Add value and comfort to your home.  
Be part of the Neighbourhood Power Smart Project.**



See if you qualify:  
[hydro.mb.ca/affordableenergy](http://hydro.mb.ca/affordableenergy)  
OR CALL 1-855-360-3643



“A new natural gas furnace for \$9.50 a month?”  
**IT’S TRUE.**



“I can insulate my home for FREE?”  
**IT’S TRUE.**



See if you qualify:  
[hydro.mb.ca/affordableenergy](http://hydro.mb.ca/affordableenergy)  
OR CALL 1-855-360-3643



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# Do you qualify?

Total Household Income Thresholds Income qualifications are based on how many people live in your home and the total income (before deductions) of the household.	
1 person	\$29,826
2 persons	\$37,133
3 persons	\$45,650
4 persons	\$55,425
5 persons	\$62,863
6 persons	\$70,898
7 or more persons	\$78,934

## Homeowners & Renters

You may qualify if you live in a single detached, multi attached, or a mobile home with a total household income that falls under the income levels shown. If you live in a rental property, your landlord must provide their consent to your participation in the program.

# Through the Affordable Energy Program, qualifying customers receive:

**FREE insulation. It's true!**  
Upgrade the insulation in your home for **FREE** including the cost of materials and installation (approximate \$4,000 value).

New high-efficiency natural gas furnace installed for only \$9.50/month for 5 years (\$570 total cost),<sup>‡</sup> or a \$3,000 rebate if you upgrade to a high-efficiency natural gas boiler.

Free in-home energy efficiency review and energy savings items:

- Low flow shower head;
- Faucet aerators;
- Energy efficient lighting.

By upgrading your insulation you will save on your energy bill for years to come. Replacing your furnace can reduce your heating bill by up to 35 per cent, and will give you peace of mind knowing your furnace won't break down during winter.

<sup>‡</sup>This offer subject to change at any time.

## Find out if you qualify

### 1 Get an application form:

VISIT [hydro.mb.ca/affordableenergy](http://hydro.mb.ca/affordableenergy)

OR CALL **1-855-360-3643**

### 2 Complete the application form (a) and attach required paperwork.

You must attach the Income Tax Return (B) (T1 General or T1 Special) and Notice of Assessment (C) for the most recent tax year for all household residents aged 18 and over as required proof of income. Send your application and tax information to:

**Manitoba Hydro**  
Affordable Energy Program  
P.O. BOX 815, STN MAIN  
Winnipeg, MB R3C 2P4

If you don't have a copy of these two tax documents, you can send one Income Tax Return Information Form instead. You can get this form **at no cost** by calling **Canada Revenue Agency at 1-800-959-8281**.

(A) Manitoba Hydro Affordable Energy Program (AEP) ELIGIBILITY APPLICATION. INSTRUCTION: Complete this Eligibility Application, and mail it and copies of income documentation to: Manitoba Hydro - AEEP, P.O. BOX 815, STN MAIN, Winnipeg MB R3C 2P4. 360-3643 in Winnipeg, 1-866-683-6742 outside of Winnipeg (toll free).

(B) T1 GENERAL Income Tax and Benefit Return. Complete all the sections that apply to you in order to benefit from amounts to which you are entitled.

(C) NOTICE OF ASSESSMENT Summary for 2010. Winnipeg MB. The table shows tax details:

Line	Description	\$ Amount
150	Total income	
236	Deductions from total income	
236	Net income	
260	Taxable income	
350	Total federal non-refundable tax credits	
6150	Total Manitoba non-refundable tax credits	
420	Net federal tax	
428	Net Manitoba tax	
435	Total payable	
437	Total income tax deducted	
446	CPP overpayment	
453	Working income tax benefit	
482	Subtotal credits	
482	Total credits	
482	(Total payable minus total credits)	

Note: If any or all reported income is from rental or self-employment, a Statement of Business/Farming/Rental Activities will also be required.

## What happens once you qualify?

### 3 If you qualify, an Energy Advisor will come to your home to review the energy efficiency of your home and explain how the program works.

During the energy efficiency review, the advisor will provide you with free basic energy efficient items, such as low-flow showerheads and compact fluorescent light bulbs.

### 4 Based on the results of your energy efficiency review, we may help you improve the insulation and heating system in your home.

Insulation may be added to qualifying attic, basement, crawlspace and/or wall cavity areas. You can also upgrade your standard natural gas furnace (about 60 per cent efficient) to a qualifying high-efficiency natural gas furnace (minimum 94 per cent efficient).

If you upgrade your standard efficiency natural gas boiler you may receive a \$3,000 rebate.

## Get your upgrades

Your rental property qualifies—now what? An energy advisor will arrange to come to the rental property for an energy efficiency review. The advisor may suggest adding insulation to the attic, basement, crawlspace, and/or wall cavity areas, or upgrading to a high-efficiency natural gas furnace. You are able to choose which qualifying upgrades you would like through the Affordable Energy Program based on the in-home energy efficiency review.

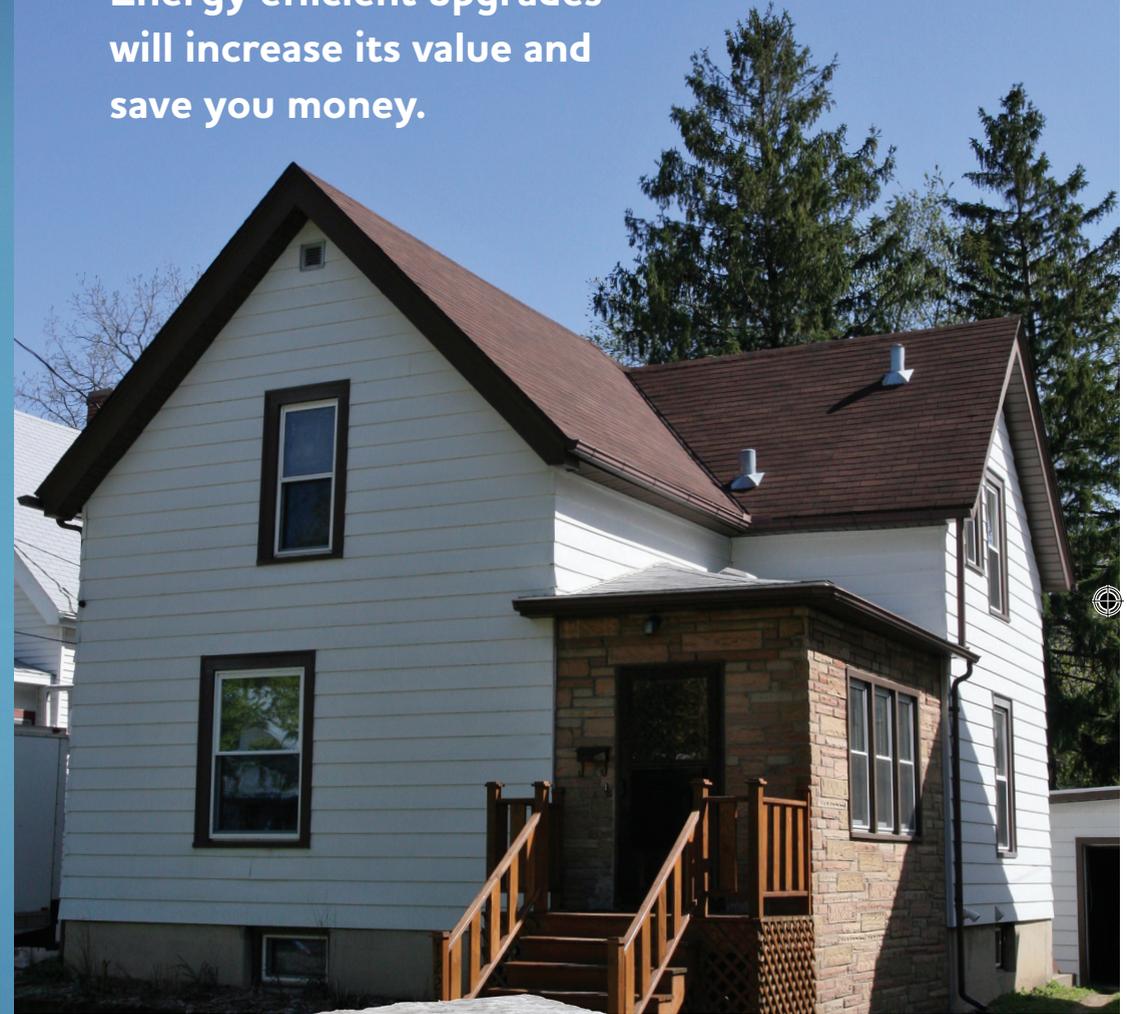
If the tenant doesn't have an energy bill in their name, then the monthly savings from the upgrades must be passed on to them. Manitoba Hydro will work directly with you to help find a solution that works for everyone involved.



For more terms and conditions:  
Call: **1-855-360-3643** (toll-free) or  
email: [affordableenergy@hydro.mb.ca](mailto:affordableenergy@hydro.mb.ca).

## Improve your rental property.

Energy efficient upgrades  
will increase its value and  
save you money.



 **Manitoba  
Hydro**  
POWER SMART

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These upgrades are easily accessible for qualifying customers through Manitoba Hydro's Affordable Energy Program.

Qualifying customers will receive:

- A free in-home energy efficiency review;
- Free energy-saving items for your property, such as a low-flow showerhead, faucet aerators, and energy efficient lighting.

Based on the in-home energy efficiency review you may be recommended for:

- Free insulation upgrades and installation, on average worth approximately \$4,000;
- A new high-efficiency natural gas furnace installed for only \$9.50 a month over a five-year term (\$570 total)<sup>‡</sup>.

Upgrade a standard boiler to a qualifying high efficiency ENERGY STAR® boiler and receive a \$3,000 rebate.

The value of your upgrades will be given as a forgivable loan. If the rental property is sold within one year of the energy upgrades being completed, the forgivable will become due.

<sup>‡</sup>This offer is subject to change at any time.

### Qualifying for the program

If your tenant meets the income threshold, you can apply for the Affordable Energy Program. Your tenant can send their income verification documents directly to us. This includes the Income Tax Return (T1 General or T1 Special) and Notice of Assessment for the most recent tax year.

#### Tenant criteria

Your tenant's total household income (before deductions) must be at or below the maximum income amount for the number of people living in the home.

1 person.....	\$29,826
2 people.....	\$37,133
3 people.....	\$45,650
4 people.....	\$55,425
5 people.....	\$62,863
6 people.....	\$70,898
7 or more people.....	\$78,934

Annual income verification of your tenant will be required.



“A new natural gas furnace for \$9.50 a month?”

IT'S TRUE.

Take advantage of this opportunity to reduce your energy bill. Get a new high-efficiency natural gas furnace installed for only \$9.50/month for five years<sup>1</sup> (\$570 total cost). That's thousands less than it would normally cost to install a new furnace.

(1) Offer subject to change at any time.



See if you qualify:

[hydro.mb.ca/affordableenergy](http://hydro.mb.ca/affordableenergy) OR CALL 1-855-360-3643



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**JOB DETAILS/SPECS**

CLIENT:	Manitoba Hydro
DOCKET:	20514
PROOF #:	01
PROOF DUE:	July 23, 2013
JOB:	AEP
PUBLICATION:	Interior Cards
SIZE:	35 x 11 inches (built at 1/4 scale)
INK:	CMYK
BLEED:	0.125 inches
DUE AT PUB:	
RUN DATE:	
DESIGNER:	KH

**SIGNATURES**

Agency signatures will appear on printed proofs.

- Approved as is
- Approved with changes
- New proof required

- Approved as is
- Approved with changes
- New proof required

\_\_\_\_\_  
**Production manager**

\_\_\_\_\_  
**Director of creative services**

- Approved as is
- Approved with changes
- New proof required

- Approved as is
- Approved with changes
- New proof required

\_\_\_\_\_  
**Copywriter**

\_\_\_\_\_  
**Account coordinator**

- Approved as is
- Approved with changes
- New proof required

- Approved as is
- Approved with changes
- New proof required

\_\_\_\_\_  
**Designer/art director**

\_\_\_\_\_  
**Account manager**

- Approved as is
- Approved with changes
- New proof required

\_\_\_\_\_  
**Account creative director**

	_ / _ / _
<b>CLIENT SIGNATURE</b>	<b>DATE</b>





“I can insulate my home for FREE?”

IT'S TRUE.



“A new natural gas furnace  
for \$9.50 a month?”

IT'S TRUE.



See if you qualify:  
[hydro.mb.ca/affordableenergy](http://hydro.mb.ca/affordableenergy)  
OR CALL 1-855-360-3643



JOB DETAILS/SPECS

CLIENT:	Manitoba Hydro
DOCKET:	20519
PROOF #:	01
PROOF DUE:	July 24, 2014
JOB:	AEP
PUBLICATION:	Digital Poster - Flight 2
SIZE:	368px x 176px @ 72dpi
INK:	RGB
BLEED:	-
DUE AT PUB:	
RUN DATE:	
DESIGNER:	KH

- Approved as is
- Approved with changes
- New proof required

Production Manager

- Approved as is
- Approved with changes
- New proof required

Account Coordinator

- Approved as is
- Approved with changes
- New proof required

Designer/Art Director

- Approved as is
- Approved with changes
- New proof required

Account Creative Director

- Approved as is
- Approved with changes
- New proof required

Director of Creative Services

- Approved as is
- Approved with changes
- New proof required

Account Coordinator

- Approved as is
- Approved with changes
- New proof required

Account Manager

\_\_\_\_\_/\_\_\_\_/\_\_\_\_  
CLIENT SIGNATURE DATE

# “A new natural gas furnace for \$9.50 a month?”

## IT'S TRUE.



Take advantage of this opportunity to reduce your energy bill. Get a new high-efficiency natural gas furnace installed for only \$9.50/month for five years† (\$570 total cost). That's thousands less than it would normally cost to install a new furnace.

†This offer subject to change at any time.



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[hydro.mb.ca/affordableenergy](https://hydro.mb.ca/affordableenergy)  
OR CALL **1-855-360-3643**

 **Manitoba  
Hydro**  
POWER SMART



# First Nations Power Smart Program

Direct Install Instructions

# Welcome to the First Nations Power Smart Program Direct Install Instructions

The **First Nations Power Smart Program Direct Install Channel** allows First Nation Communities to improve the energy efficiency and home quality comfort of their homes, reduce energy consumption, and provide employment opportunities for members in the community.

## OVERVIEW

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LED Light Bulbs .....	13
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## SAFETY FIRST!

Proper installation of the items provided is very important, both for maximum energy savings and for safe operation. Most of the items are very simple to install. Even for the more complicated items, if the instructions are carefully followed, you shouldn't encounter any problems. Please be mindful of the temperature of pipes, water heaters and other plumbing fixtures before you work on them.

Questions about the installation or use of any of the products in this kit? Call the First Nation Power Smart Advisor for assistance at 1-204-642-4553.

# CHECKLIST REQUIREMENTS

1. Complete the checklist in full to accurately count the energy efficient upgrades installed.
2. This information is very important for Manitoba Hydro to track energy savings.
3. Incompleted checklists will be considered an incomplete job and will not be compensated for.
4. Meter tag number can be found on the Manitoba Hydro Meter.
5. The customer whose name is on the account, must sign the installation checklist.

If you have any questions, please contact the First Nations Energy Advisor at 1-204-642-4553.

**Disclaimer & Exclusion of Liability:** This booklet is provided on an “as is” basis for general information purposes only. Specific specifications and instructions of the manufacturers, and applicable laws, regulations, by-laws, permits, and codes, must be consulted and followed. Manitoba Hydro makes no representations or guarantees, and disclaims all warranties, conditions, undertakings, or terms, express or implied, written or oral, including, without limitation, any express or implied warranties concerning completeness, timeliness, correctness, reliability, or fitness for any particular purpose. Any use of or reliance on information in this booklet shall be at the recipient’s own risk. Manitoba Hydro, its employees, directors, officers, agents, representatives, successors and assigns, shall not be liable for any direct, indirect, or incidental damages, injury, death, loss, costs or expenses, howsoever caused, including, but not limited to, special, compensatory, punitive, or consequential damages, lost or damaged property, or any other personal or economic loss, whether based in contract, tort (including negligence), or any other theory of liability, arising out of or resulting from any use of or reliance on any information in this booklet.

# INSTALLATION GUIDELINES

These guidelines provide step by step instruction on how to install each energy efficiency measure provided in the First Nations Power Smart Program Direct Install Kit.

## Energy Efficient Measures

Each home requires a specific list of energy efficient measures to be installed to count as a completed home. For each home, review the list of energy efficient measures below to confirm you have all the required materials.



Socket Draft Stopper X 6



Socket Caps X 6



Water Heater Pipe Wrap  
(3 X 1 Metre tubes)



Window Weatherization Kits X 3



Refrigerator/ Freezer Thermometer



Energy Efficient Lighting X 4 LEDs



Low Flow Shower Heads



Low Flow Kitchen Aerator



Low Flow Bathroom Aerator

## Required Tools

Some basic tools are required to install the energy efficient measures. Before you begin an installation job, please verify you have all the required tools to complete the job safely and correctly.



Crescent Wrench



Utility Knife



Vice Grip



Pliers



Damp Cloth



Ladder



Blow Dryer



Screw Driver

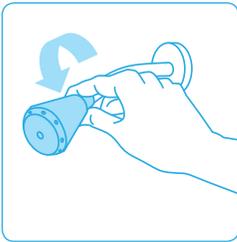


## LOW-FLOW SHOWERHEAD

A low-flow showerhead uses up to 50 per cent less water and offers the choice between two settings: fine spray and massage spray. To adjust the setting, turn the outer ring.

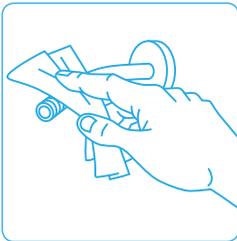


Installation tools: wrench, vice grip, and damp cloth.



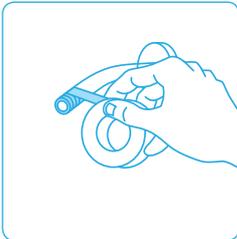
### STEP 1

Remove the old showerhead from the pipe by turning it counter-clockwise. (If it's too tight to unscrew by hand, you may need to use a wrench. In that case, place a cloth on the pipe and clamp it with the vice grip, then turn the showerhead with the wrench.)



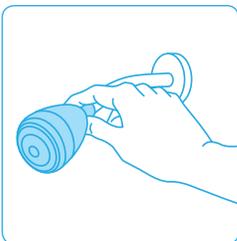
### STEP 2

Briefly turn on the water to rinse out the pipe, then clean the threads on the outside of the pipe.



### STEP 3

Snugly wrap the thread-seal tape clockwise around the end of the pipe, three or four times. (This will prevent leaks.)



### STEP 4

Screw the new showerhead onto the pipe and **tighten by hand**.

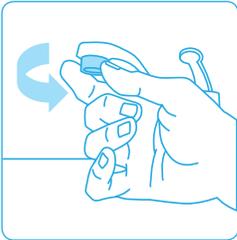
## KITCHEN FAUCET AERATOR



This super-efficient aerator mixes air into the stream of water coming from the kitchen faucet, helping to use half the water a standard aerator uses. Its swivel head offers two spray settings and the option to direct the water flow wherever needed. For a spray pattern, just pull down on the aerator head; for a splash-free stream, just push it back up.

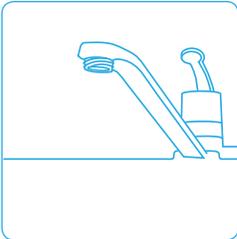


Installation tools: pliers and a damp cloth.



### STEP 1

Unscrew the old aerator in a counter-clockwise direction. (If it's too tight to unscrew by hand, you can use a pair of pliers. Just be sure to put a damp cloth between the pliers and the tap to guard against scratches.)



### STEP 2

Take a look at the tap. Do the threads (grooves) on the nozzle run along the inside or the outside? If they're on the inside, then place both rubber washers into the top of the aerator. If they're on the outside, just use the thin washer.



### STEP 3

Align the aerator straight up to the faucet and gently screw on. **Tighten the aerator by hand.**

## BATHROOM FAUCET AERATOR

Like the kitchen faucet aerator, the low-flow bathroom faucet aerator uses 50 per cent less water than a regular aerator.



Installation tools: pliers and a damp cloth.



Even though it doesn't have the same swivel head as the kitchen faucet aerator, it is installed in exactly the same way as described on page 6. (See Kitchen Faucet Aerator)

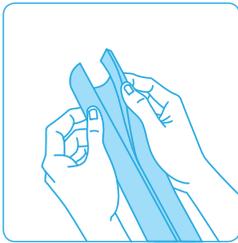


## WATER HEATER PIPE WRAP

Keep hot water pipes from losing heat with this easy-to-install pipe insulation. To get the best possible performance, use the foam wrap on the length of pipe directly connected to your water heater.



Installation tools: utility knife.

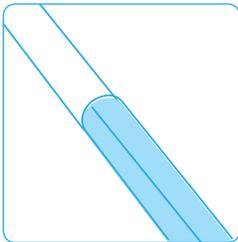


### STEP 1

Open the pipe insulation at the pre-cut seam.

### STEP 2

For straight sections of pipe, installation is just a matter of fitting the wrap over the pipe. Hand-squeeze the wrap to close the seam.



### NOTE

For bends in the pipe, cut the pipe wrap diagonally and then fit the angled corners together at the bend. For a better fit around corners, seal with aluminium foil tape from the hardware store.

### NOTE

For safety reasons, if you have a fuel hot water heater, you should start the wrap 15 cm (6") away from the exhaust hood.

## WINDOW INSULATION KIT



Window insulation kits help keep winter drafts out, warm air in, and lower your heating costs. The kit shrinks tight for a transparent, wrinkle-free fit.



Installation tools: Utility knife, damp cloth, blow Dryer and a ladder.

### STEP 1

Do not apply tape to wallboard, plastic, veneer panelling or mahogany moulding.

### STEP 2

If surface of moulding is below 40°F (5°C), heat with hair dryer prior to applying tape.

### STEP 3

Clean and dry window or patio door frame thoroughly.

### STEP 4

Apply tape, liner still intact, to the outside edge or to the face of the window or patio door frame.

### STEP 5

Unfold film and cut to size, allowing at least 2" (5 cm) extra film on all four sides.

### STEP 6

Press film lightly to the tape at the top edge of window or patio door. Pull film tight and attach to the tape at the bottom and sides. Film may be removed and repositioned if necessary.

### STEP 7

Press film securely to tape.

### STEP 8

Shrink the film with a hand held hair dryer, set at highest heat setting. Hold the dryer about 1/4" (6mm) from the surface, starting at one corner and moving slowly back and forth across the entire film surface until all wrinkles and creases disappear. Avoid touching film with dryer.

### STEP 9

Trim excess film with scissors or protected razor blade.

### STEP 10

Clean film with damp soft cloth when required.

### STEP 11

For easy removal: Heat tape with hair dryer and slowly peel off.

### NOTE

- Film can be punctured by sharp objects or animal claws.
- Tape may pull off cracked or peeling finish when removed.

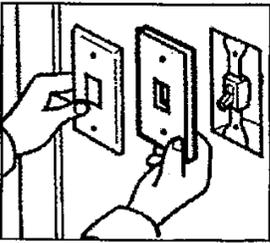


## SOCKET DRAFT STOPPERS

Socket draft stoppers reduce or stop drafts and improve home comfort, while saving energy and money.



Installation tools: screw driver



### STEP 1

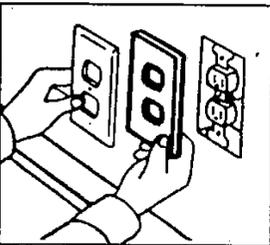
Remove cover plate with screwdriver.

### STEP 2

Punch out pre-cut holes.

### STEP 3

Place seal in position and replace cover plate.



### STEP 4

Trim excess seal if necessary.

### STEP 5

On combination receptacle / switch, trim the seals and tape together.

### NOTE

May be used with many dimmers, fan controls and phone jack wall plates.



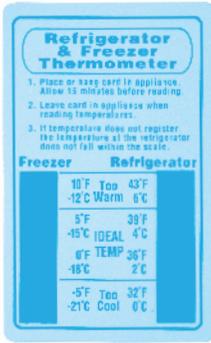
## SOCKET CAPS

These clear plastic plugs fit securely over any unused electrical outlet, thereby keeping them clear of little fingers.

Installation tools: No tools required.

### STEP 1

Insert caps into low level electrical sockets that children may have access to.



## FRIDGE AND FREEZER THERMOMETERS

Refrigerators and freezers are two of the largest energy users in a home. The good news is their electricity needs can be kept to a minimum if they are set within their ideal temperature ranges. That's exactly what these fridge-friendly thermometers help you do.



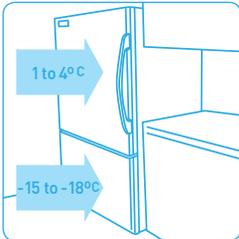
### STEP 1

Remove the backing material and attach the card to a visible spot inside the fridge or freezer.



### STEP 2

Allow 15 minutes for the thermometer to adjust.



### STEP 3

Check the reading. The ideal temperature range is between 1 to 4°C for the refrigerator and -15 to -18°C for the freezer. If your appliance is operating outside of this range, adjust the temperature dial and then check it again the following day.



## LED Bulbs

Light Emitting Diode (LED) bulbs use 80% less electricity than incandescent bulbs and last approximately 25 years.



Installation tools: Ladder (if applicable).

### STEP 1

First make sure the power is turned off. The safest way to do this is to switch the large red power button to 'off' on the electrical panel.

### STEP 2

Allow the bulb to cool before touching it.

### STEP 3

Ensure you can safely reach the bulb by using a stepladder.

### STEP 4

Take the bulb out of the socket. Keep gently twisting counter clockwise until the bulb comes loose from the socket.

### STEP 5

Insert a replacement bulb lightly but firmly into the socket. Depending on the type, keep gently twisting clockwise until it won't go any further.

### STEP 6

Once the bulb is in, turn the power back on again and switch on the light.

### STEP 7

The old bulb needs to be disposed of safely as the glass is fragile and very sharp. Use the packaging from the new bulb to wrap the old one for safe disposal.

### NOTE

If a Compact Fluorescent Light (CFL) Bulb is removed, use the removed CFL to replace a less energy efficient incandescent bulb or save it for a later date.





For questions related to  
the installation of the energy efficient items or the  
program, please contact the  
**First Nations Energy Advisor**  
at 204-642-4553.



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V 12-5-2014



LED Bulbs use  
**80%**  
less energy

# First Nations Power Smart Program

Direct Install Customer Information

# Energy Efficient Measures

The energy efficient measures installed in your home will improve the energy efficiency and home quality comfort of your home, and reduce energy consumption.

On average customers save approximately \$90 per year on their energy bill.

## Installed Energy Efficient Measures

Each home receives the following energy efficient measures. In some cases not all measures are installed.



Socket Draft Stopper



Socket Caps



Water Heater Pipe Wrap



Window Weatherization Kits



Refrigerator/Freezer Thermometer



Energy Efficient Lighting



Low Flow Shower Head



Low Flow Kitchen Aerator



Low Flow Bathroom Aerator

**Disclaimer & Exclusion of Liability:** This booklet is provided on an “as is” basis for general information purposes only. Specific specifications and instructions of the manufacturers, and applicable laws, regulations, by-laws, permits, and codes, must be consulted and followed. Manitoba Hydro makes no representations or guarantees, and disclaims all warranties, conditions, undertakings, or terms, express or implied, written or oral, including, without limitation, any express or implied warranties concerning completeness, timeliness, correctness, reliability, or fitness for any particular purpose. Any use of or reliance on information in this booklet shall be at the recipient’s own risk. Manitoba Hydro, its employees, directors, officers, agents, representatives, successors and assigns, shall not be liable for any direct, indirect, or incidental damages, injury, death, loss, costs or expenses, howsoever caused, including, but not limited to, special, compensatory, punitive, or consequential damages, lost or damaged property, or any other personal or economic loss, whether based in contract, tort (including negligence), or any other theory of liability, arising out of or resulting from any use of or reliance on any information in this booklet.



## LOW-FLOW SHOWERHEAD

Your new low-flow showerhead uses up to 50 per cent less water and gives you the choice between two settings: fine spray and massage spray. To adjust the setting, turn the outer ring.



## KITCHEN FAUCET AERATOR

This super-efficient aerator mixes air into the stream of water coming from your kitchen faucet, helping you to use half the water that a standard aerator uses. Its swivel head will also let you select between two spray settings and direct the water flow wherever you need it. For a spray pattern, just pull down on the aerator head; for a splash-free stream, just push it back up.



## BATHROOM FAUCET AERATOR

Like the kitchen faucet aerator, the low-flow bathroom faucet aerator uses 50 per cent less water than a regular aerator.



## WINDOW INSULATION KIT

Keep winter drafts out and warm air in with window insulator kits and lower your heating costs. Shrinks tight for a transparent, wrinkle-free fit.



## SOCKET DRAFT STOPPERS

Reduce or stop drafts and improve home comfort, while saving energy and money.



## SOCKET CAPS

These clear plastic plugs fit securely over any unused electrical outlet, thereby keeping them clear of little fingers.



## FOAM PIPE WRAP

You can keep your hot water pipes from losing heat with this easy-to-install pipe insulation. To get the best possible performance, use the foam wrap on the length of pipe directly connected to your water heater.



## FRIDGE AND FREEZER THERMOMETERS

Refrigerators and freezers are two of the largest energy users in your home. The good news is their electricity needs can be kept to a minimum if they are set within their ideal temperature ranges. That's exactly what these fridge-friendly thermometers help you do.



## LED Bulbs

Light Emitting Diode (LED) bulbs use 80% less electricity than incandescent bulbs and last approximately 25 years.







To learn more about energy efficiency,  
call **204-480-5900** in Winnipeg  
or **1-888-624-9376**  
[hydro.mb.ca](http://hydro.mb.ca)



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V 12-5-2014



# My energy is more affordable.

For more information, visit  
[hydro.mb.ca/affordableenergy](http://hydro.mb.ca/affordableenergy).



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# My energy is more affordable.

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[hydro.mb.ca/affordableenergy](http://hydro.mb.ca/affordableenergy).



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## Neighbourhood Power Smart Project

# It's not too late to participate.

The cooler months are fast approaching and by upgrading your insulation and furnace, you will reduce your energy bill. Keep your money in your wallet by keeping the cold air out this winter.

See if you qualify for FREE insulation and a new high efficient natural gas furnace for only \$9.50 per month.

Contact your Community Energy Advocate at 204-729-2492 or [h.switzer@brandon.ca](mailto:h.switzer@brandon.ca).



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Contact your Community Energy Advocate at 204-998-7297 or [energy@necrc.org](mailto:energy@necrc.org).



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The cooler months are fast approaching and by upgrading your insulation and furnace, you will reduce your energy bill. Keep your money in your wallet by keeping the cold air out this winter.

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## Join us on May 29.

The Neighbourhood Power Smart Project is making energy more affordable in your neighbourhood.



Manitoba Hydro and the North End Community Renewal Corporation will be in your neighbourhood on Thursday, May 29, 2014 from 12:00 p.m. to 6:00 p.m.

Learn how you can participate and see if you qualify for FREE insulation and a new high efficient natural gas furnace for only \$9.50 a month.

For more information visit [hydro.mb.ca/affordableenergy](http://hydro.mb.ca/affordableenergy) or contact your Community Energy Advocate:

**North End Community Renewal Corp.**  
509 Selkirk Avenue  
204-998-7297  
[energy@necrc.org](mailto:energy@necrc.org)



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**North End Community Renewal Corp.**  
509 Selkirk Avenue  
204-998-7297  
[energy@necrc.org](mailto:energy@necrc.org)



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## Join us on July 24.

The Neighbourhood Power Smart Project is making energy more affordable in your neighbourhood.



Manitoba Hydro and the North End Community Renewal Corporation will be in your neighbourhood on Thursday, July 24, 2014 from 3:00 p.m. to 6:00 p.m.

Learn how you can participate and see if you qualify for FREE insulation and a new high efficient natural gas furnace for only \$9.50 a month.

For more information visit [hydro.mb.ca/affordableenergy](http://hydro.mb.ca/affordableenergy) or contact your Community Energy Advocate:

**North End Community Renewal Corp.**  
509 Selkirk Avenue  
204-998-7297  
[energy@necrc.org](mailto:energy@necrc.org)



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For more information visit [hydro.mb.ca/affordableenergy](http://hydro.mb.ca/affordableenergy) or contact your Community Energy Advocate:

**North End Community Renewal Corp.**  
509 Selkirk Avenue  
204-998-7297  
[energy@necrc.org](mailto:energy@necrc.org)



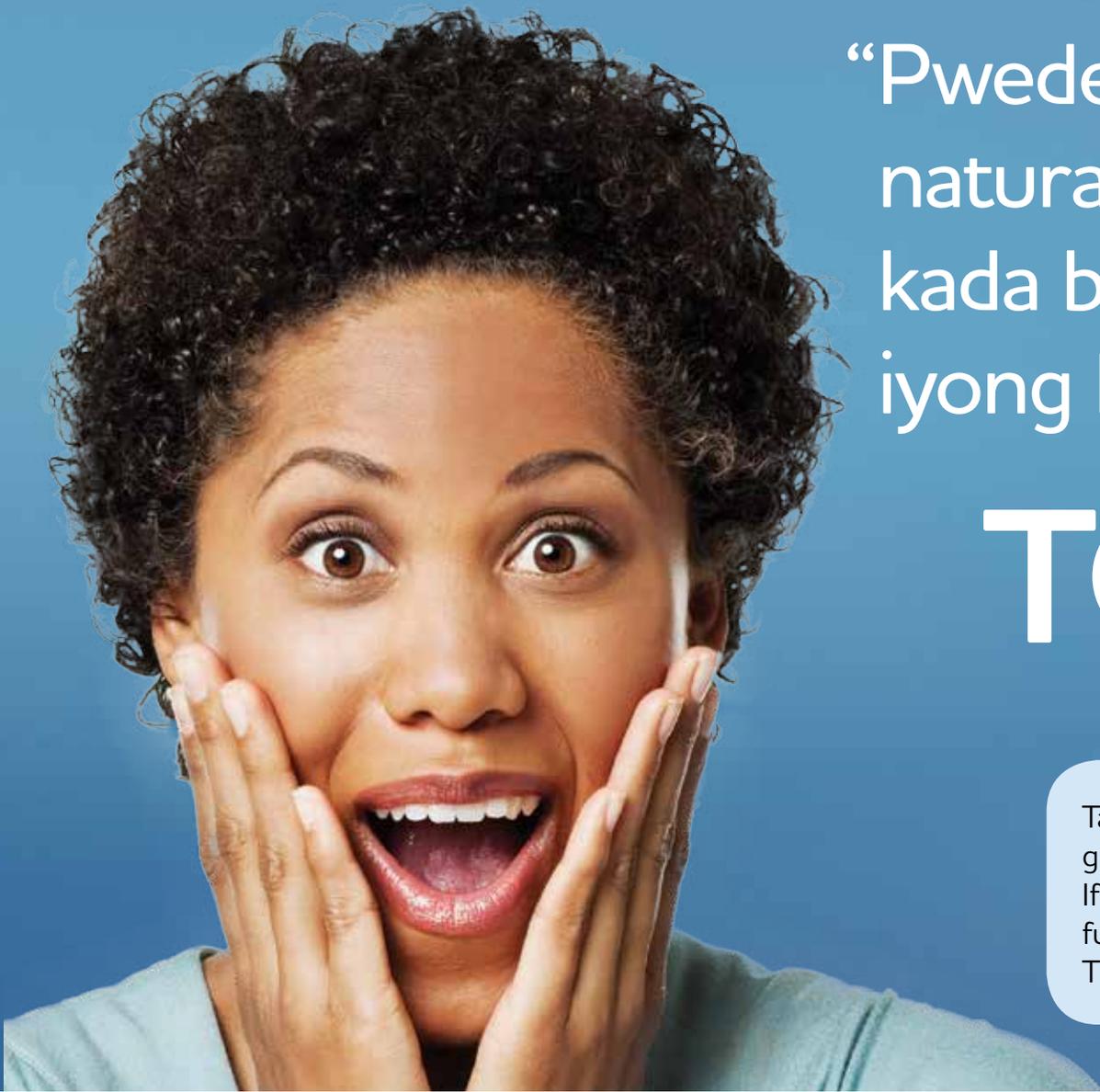
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“Pwede kang makakuha ng bagong natural gas furnace sa halagang \$9.50 kada buwan at libreng pa-insulate ng iyong bahay pag naqualify.”

# TOTOO YAN.

Take advantage of these opportunities to reduce your energy bill. You could get approximately \$4,000 worth of insulation upgrades for FREE if you qualify. If you heat your home with natural gas, you could also receive a natural gas furnace, and installation, for only \$9.50/month over five years (\$570 total cost). That's thousands less than it would normally cost to install a new furnace.



See if you qualify:

[hydro.mb.ca/affordableenergy](http://hydro.mb.ca/affordableenergy)

OR CALL 1-855-360-3643



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<b>makim</b> JOB DETAILS/SPECS	
CLIENT:	Manitoba Hydro Power Smart
DOCKET:	20891
PROOF #:	1
PROOF DUE:	Oct 9
JOB:	AEP
PUBLICATION:	Asian Community
SIZE:	13 x 9
INK:	CMYK
BLEED:	.125
DUE AT PUB:	Oct 10
RUN DATE:	Mid December
DESIGNER:	lk

<input type="checkbox"/> Approved as is	<input type="checkbox"/> Approved as is
<input type="checkbox"/> Approved with changes	<input type="checkbox"/> Approved with changes
<input type="checkbox"/> New proof required	<input type="checkbox"/> New proof required
<b>Production Manager</b>	<b>Director of Creative Services</b>
<input type="checkbox"/> Approved as is	<input type="checkbox"/> Approved as is
<input type="checkbox"/> Approved with changes	<input type="checkbox"/> Approved with changes
<input type="checkbox"/> New proof required	<input type="checkbox"/> New proof required
<b>Account Coordinator</b>	<b>Account Coordinator</b>
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<input type="checkbox"/> Approved with changes	<input type="checkbox"/> Approved with changes
<input type="checkbox"/> New proof required	<input type="checkbox"/> New proof required
<b>Designer/Art Director</b>	<b>Account Manager</b>
<input type="checkbox"/> Approved as is	
<input type="checkbox"/> Approved with changes	
<input type="checkbox"/> New proof required	
<b>Account Creative Director</b>	_____/____/____
	CLIENT SIGNATURE      DATE

“A new natural gas furnace  
for \$9.50 a month?”

“I can insulate  
my home for FREE?”

**IT'S TRUE.**

Take advantage of these opportunities to reduce your energy bill. You could get approximately \$4,000 worth of insulation upgrades for FREE if you qualify. If you heat your home with natural gas, you could also receive a natural gas furnace, and installation, for only \$9.50/month over five years (\$570 total cost). That's thousands less than it would normally cost to install a new furnace.



See if you qualify:

[hydro.mb.ca/affordableenergy](http://hydro.mb.ca/affordableenergy)

OR CALL 1-855-360-3643



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<b>JOB DETAILS/SPECS</b>	
CLIENT:	Manitoba Hydro Power Smart
DOCKET:	20891
PROOF #:	1
PROOF DUE:	September 24
JOB:	AEP
PUBLICATION:	Swan Valley Star and Times
SIZE:	10.25" x 8"
INK:	CMYK
BLEED:	none
DUE AT PUB:	
RUN DATE:	Oct 14, 2014
DESIGNER:	Ik

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<input type="checkbox"/> New proof required	
<b>Account Creative Director</b>	
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<b>CLIENT SIGNATURE</b>	<b>DATE</b>



“A new natural gas furnace for \$9.50 a month?”  
**IT'S TRUE.**

Take advantage of this opportunity to reduce your energy bill. Get a new high-efficiency natural gas furnace installed for only \$9.50/month for five years† (\$570 total cost). That's thousands less than it would normally cost to install a new furnace.

*†This offer subject to change at any time.*



See if you qualify:

[hydro.mb.ca/affordableenergy](http://hydro.mb.ca/affordableenergy)

OR CALL **1-855-360-3643**



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JOB DETAILS/SPECS	
CLIENT:	Manitoba Hydro Power Smart
DOCKET:	20520
PROOF #:	1
PROOF DUE:	July 24
JOB:	AEP - phase 2
PUBLICATION:	Brandon Sun
SIZE:	11.5 x 10.7149 inches
INK:	CMYK
BLEED:	none
DUE AT PUB:	Aug 11
RUN DATE:	Various
DESIGNER:	TV

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	DATE

“A new natural gas  
furnace for \$570?  
Free insulation?”  
**IT'S TRUE.**



Suggested Post



# Manitoba Hydro

Sponsored



Lower-income households can get free and low-cost upgrades to help lower energy bills.



## Keep out winter chills.

Our Affordable Energy Program makes it easy to save energy, improve the comfort of your home, and save money. This program can help if you are a homeowner with a limited income and think energy efficient upgrades for your home...

[hydro.mb.ca/affordableenergy](https://hydro.mb.ca/affordableenergy)

Like · Comment · Share · 113 2 2 · · Sponsored

Suggested Post



# Manitoba Hydro

Sponsored



Retirees can get free and low-cost upgrades to increase comfort and lower energy bills.



## Keep out winter chills.

Our Affordable Energy Program makes it easy to save energy, improve the comfort of your home, and save money. This program can help if you are a homeowner with a limited income and think energy efficient upgrades for your home...

[hydro.mb.ca/affordableenergy](http://hydro.mb.ca/affordableenergy)

Like · Comment · Share · 113 2 2 · · Sponsored



“A new natural gas furnace for \$9.50 a month?”

IT'S TRUE.



See if you qualify:

[hydro.mb.ca/affordableenergy](http://hydro.mb.ca/affordableenergy) OR CALL 1-855-360-3643



JOB DETAILS/SPECS

CLIENT:	Manitoba Hydro
DOCKET:	20519
PROOF #:	D1
PROOF DUE:	July 24, 2014
JOB:	AEP
PUBLICATION:	Digital Superboard- Flight 2
SIZE:	800px x 240px @ 72dpi
INK:	RGB
BLEED:	-
DUE AT PUB:	
RUN DATE:	
DESIGNER:	KH

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<b>Production Manager</b>	<b>Director of Creative Services</b>
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<input type="checkbox"/> New proof required	
<b>Account Creative Director</b>	
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CLIENT SIGNATURE	DATE



# Affordable Energy Program

## Marketing Plan 2015-16

## Executive Summary

The Affordable Energy Program (AEP), formerly the Lower Income Energy Efficiency Program, was launched in 2007. The program offers sustainable solutions to help lower income customers move towards self sufficiency through energy efficiency upgrades which reduce their energy bills. Through the program, qualifying customers may receive:

- Free insulation upgrades, including installation (Attic, basement, walls).
- New high-efficiency natural gas furnace for \$9.50/month for 5 years (\$570 total cost).
- Free drain water heat recovery unit for electrically heated water tanks.
- \$3000 rebate towards the purchase of a qualifying high efficiency condensing boiler.
- Free in-home energy efficiency review and energy saving items:
  - Low flow shower head;
  - Low flow faucet aerators;
  - Pipe wrapping for water heater;
  - Electrical socket caps;
  - Electrical socket draft stoppers;
  - Window weatherization kits;
  - LED Lighting (Light Emitting Diodes).
- Customers may also qualify for an electric furnace, if they are switching from an oil, coal, or propane heating system in an area without natural gas service.

Feedback indicated customers may not want to identify themselves as 'lower income' or share their experience in participating in a program titled the Lower Income Energy Efficient Program. As a result, the program name was changed to the Affordable Energy Program in 2013 in an effort to increase participation.

## Marketing Strategy Objectives

The objective of the Affordable Energy 2015 Marketing Plan is to increase awareness of the program and achieve or exceed participation forecast for 2015-16. The strategy utilizes multiple approaches to reach specific target groups including;

1. Provide turnkey solutions to motivate customers to participate.
2. Overcome stigma associated with programs labeled 'low income'.
3. Reinforce the benefits of participation. (i.e. reduced energy bills, free or low costs upgrades, easy to participate.)
4. Reduce the burden placed on rural program participants.
5. Increase word of mouth and referrals from participating customers.
6. Continue the Community Outreach Program.

## Situation Analysis

The following SWOT analysis was undertaken to assess Manitoba Hydro’s ability to provide and promote DSM programs to lower income customers.

	Internal	External
<b>Successes</b>	<b>Strengths</b> <ul style="list-style-type: none"> <li>• Specialized staff to manage customer requests.</li> <li>• Dedicated phone and email address to manage customer requests and inquiries.</li> <li>• Participating contractors who provide energy efficient upgrades.</li> <li>• Turn key solution for customers.</li> <li>• A specialized neighbourhood street approach offers the AEP directly to customers.</li> <li>• Dedicated staff to coordinate the Power Smart First Nation Program.</li> <li>• Multi channeled approach with customized communication strategies for target customer groups, such as customers in arrears.</li> </ul>	<b>Opportunities</b> <ul style="list-style-type: none"> <li>• Increase network of participating contractors.</li> <li>• Build more relationships with additional community groups and organizations.</li> <li>• Provide customers with an online application process.</li> <li>• Continue to work with financial institutions to promote AEP to qualifying customers.</li> <li>• Work with various stakeholders to increase participation from landlords and tenants.</li> <li>• Target new comers.</li> </ul>
	<b>Challenges</b>	<b>Weaknesses</b> <ul style="list-style-type: none"> <li>• Required documentation.</li> <li>• Customers are required to provide original documentation by dropping off the documents or sending them in the mail.</li> <li>• Customers can not submit documentation via email, online application, or fax.</li> </ul>

## Market Analysis

### Target Market

The overall target market for the AEP is lower income customers who own or rent their home and live in a single detached, multi-attached, or mobile homes with a permanent structure. Lower income customers are defined by the LICO – 125 income qualifier.

The ‘LICO – 125’ income qualifier uses the Low Income Cut Offs (LICO), as estimated by Statistics Canada, for urban centres with more than 500,000 residents. The AEP adds an

additional 25% to the LICO qualifier for urban centres with more than 500,000 residents. This has been done to increase the number of Manitoba customers who are eligible to qualify for the Affordable Energy Program.

### Affordable Energy Income Qualifiers

Number of People	Total Income
1 person	\$29,826
2 people	\$37,133
3 people	\$45,650
4 People	\$55,425
5 people	\$62, 863
6 people	\$70,898
7 people or more	\$78,934
Income qualifications are based on how many people live in the home and the total income (before deductions) of the household. Total income is based on the number of people in the home who are over the age of 18, but not in school full time. The thresholds above are effective May 1, 2014	

### Market Segment Profile

Manitoba Hydro's LICO-125 customers can be broken-down into two segments home owners and landlord/tenant.	
Home Owners	105415
Renters	9712
Total Customers	115127

### Target Market Segmentation

Research and past program experience has identified the following target audiences. These audiences will be targeted with specific messaging to assist in achieving the objects of the marketing strategy.

#### Primary Target Audiences

Renters or homeowners who meet the LICO-125 income qualifier (including First Nation customers).

Landlords who rent to individuals who meet the LICO-125 income qualifier.

#### Secondary Target Market

Influencers or support groups for individuals who provide information for LICO – 125 customers.

- Social Housing & Non-Profit Organizations
- Community Groups
- Contractors
- Parents, friends, or family

## Marketing Strategy

Manitoba Hydro is awaiting the results of a focus group study to determine what final changes may be made to the 'IT'S TRUE marketing campaign' for the 2015-2016 fiscal year. This is being done to determine current market perceptions, barriers, and motivators in Manitoba. The results of the focus group will be used to develop a 3-5 year marketing strategy in line with the program's goals and objectives.

## Key Success Factors of the Affordable Energy Program

- Turn key approach for participating customers.
- Dedicated customer service portals to allow customers the information and resources to complete the required eligibility forms and participate in the program.
- Multiple pronged approach utilizing targeted media and strategic relationships with non-profit organizations, social groups, community groups and participating contractors.
- Continuous marketing throughout the year to ensure the AEP is top of mind when customers are looking to lower their energy bills, or upgrade their furnace and insulation.
- Messaging will focus on the customer benefits, stress the offer is true, and outline how easy the application process is.
- Reduce paperwork by implementing an online application process.

A province wide marketing campaign will run year round with efforts focused in areas with higher percentages of lower income customers. The campaign will address the barriers identified above and those identified by the focus group. The goal of the campaign is to increase awareness and customers applications, and achieve or exceed the participation goals forecast for the 2015-16 fiscal year.

The campaign will consist of the following approaches / components:

- **General awareness focused in areas identified to have lower income customers.**
  - The messaging focuses on the low initial investment and long term benefits to the customer.
  - The messaging clearly outlines the four simple steps required to participate in the program, making it easy for customers to participate.
- **Community Group Affiliations**
  - **Neighbourhood Power Smart Project**

The AEP works with community groups in specific target neighbourhoods to bring the program and its advantages to customers who would most benefit from the program.
  - **North End Community Renewal Corporation (NECRC)**
    - Manitoba Hydro provides funding to employ an individual from the community to act as a Community Energy Advocate in the William Whyte Neighbourhood. The Community Energy Advocate promotes the AEP and offers customer's assistance when completing the required documentation.

- **Brandon Neighbourhood Renewal Corporation (BNRC)**  
Manitoba Hydro provides funding to employ an individual from the community to act as a Community Energy Advocate in the BNRC's catchment area. The Community Energy Advocate promotes the AEP and offers customer's assistance when completing the required documentation.
- **Non-Profit Social Enterprises**  
The Affordable Energy Program works with various Non-Profit Organizations to participate in the program or provides them with information to benefit their members. For example the Affordable Energy Program is currently working with BUILD (Building Urban Industries for Local Development), MGR (Manitoba Green Retrofit), BEEP (Brandon Energy Efficient Program), The Salvation Army, and various nonprofit housing groups.
- **Neighbourhood Approach Street Pilot Project**  
This pilot project is coordinated with both BNRC and NECRC. The objective of the pilot project is to engage customers with a door to door campaign. The income qualifier of the program has also been removed to further increase participation. The pilot project targets specific neighbourhoods that have higher incidence of lower income customers.
- **First Nation Communities – Power Smart First Nations Program**  
The First Nations Power Smart Program provides funding for energy efficiency upgrades including insulation and basic energy efficient materials such as pipe wrap, low flow showerheads, window kits, and energy efficient lighting. Using a dedicated team partnership approach, each First Nations community works with a Manitoba Hydro energy specialist to help support and encourage the communities to capture energy efficient opportunities. Energy efficient workshops and seminars offered to the community as well as providing training and funding for the installation of materials. This provides economic support to the community as well as sustainable solutions for home improvements. For the 2015/16 year, an educational energy conservation component will be developed for First Nation Communities.
- **Social Housing & Private Landlords**  
Affordable Energy is aggressively targeting social housing providers and private landlords who rent to lower income tenants to help reduce their utility bill. This includes increasing awareness and participation through general marketing, targeted communication pieces, presentations through rental groups and associations and continuing to utilize internal resources who have contact with landlords and property managers.
- **Targeted Data Driven Outreach**

Utilizing Manitoba Hydro's billing system and the Corporation's autodialer functionality, specific call campaigns and mailers, including email, will continue to be pursued to increase participation. Areas of focus include customers in arrears, rental property owners (landlords), high consumption users, customers completing Manitoba Hydro's free online Home Comfort & Energy Assessment and any other customer groups who can benefit from the Affordable Energy Program.

- **Participating Contractors**  
AEP Staff provides participating contractors with information and training to communicate the benefits and details of the program to their customers. The AEP has an open expression of interest available to contractors in rural and urban areas who wish to participate in the program.
- **Manitoba Hydro Front Line Staff**  
AEP Staff provides internal front line staff with information, training, and resources to ensure they are aware of the program and can identify customers who may benefit from the program.
- **Financial Institutions**  
AEP staff works with financial institutions in the community to provide program information that may benefit their members. AEP has currently established a relationship with the Assiniboine and Austin Credit Union.
- **Municipality**  
AEP staff works with rural municipality members/leaders to provide training and program materials so they can inform their residents who may qualify and benefit from the program. (E.G. Mayors in the South Basin Town and Counsel)

## Marketing Mix

### Product

The AEP offers qualifying customers with the following energy efficient upgrades:

- Free insulation upgrades, including installation (Attic, basement, walls).
- New high-efficiency natural gas furnace for \$9.50/month for 5 years (\$570 total cost).
- \$3000 rebate towards the purchase of a qualifying high-efficiency condensing boiler.
- Free drain water heat recovery units for electrically heated water tanks.
- Free in-home energy efficiency review and energy saving items.
  - Low flow shower head;
  - Low flow faucet aerators;
  - Pipe wrapping for water heater;
  - Electrical socket caps;
  - Electrical socket draft stoppers;
  - Window weatherization kits;
  - LED Lighting (Light Emitting Diodes)
  - Energy Efficient Lighting.
- Customer may also qualify for a electric furnace, if they are switching from an oil or propane furnace in an area without natural gas service.

## Price

### Manitoba Hydro Perspective

- Insulation upgrades are provided at no cost to the customer. Both the materials and the cost of installation are covered through the AEP.
- The new high-efficiency natural gas furnace for \$9.50/month for 5 years (\$570 total cost).
- Customers who install a qualifying high-efficiency condensing boiler will receive a \$3000 rebate.
- Drain water heat recovery units will be provided at no cost to the customer. Both the material and the cost of installation are covered through the AEP.
- Free in-home energy efficiency review and energy saving items. Energy saving items are installed by the energy advisors unless otherwise instructed by customers.

### Customer Perspective

- Time:
  - To complete the eligibility forms and provide the supporting tax documents.
- Commitment:
  - Live in the home for 1 (one) year. If the homeowner or landlord sells the home within the first year, the owner is responsible for repaying the total cost of the upgrades received through the AEP program.

## Distribution

- Customers can obtain application forms from District Offices, the website, and upon request from program staff, contractors, non-profits organizations, and other program affiliates.

- The AEP coordinates the in home energy review and the contractors for qualifying upgrades. (Turn Key Solution)
- AEP is offered throughout the province of Manitoba. AEP is continuously exploring opportunities to enroll additional participating contractors to better service our customers.

## Promotion

- Awareness Campaign:
  - Social Media
  - Manitoba Hydro's Website
  - Radio
  - Community Event Sponsorships
  - Community Posters
  - TV
  - Direct Mailer
  - Bill Inserts
  - Newspapers
  - Billboards Advertising
  - Transit Bus Shelters
  - Interior Transit Ads
  - Convenience Stores
  - Online Media
- Manitoba Hydro Awareness
  - Internal training resources.
  - Tailored presentations to specific work groups who interact with lower income customers
- Community Approach:
  - Community Centres
  - Non-Profit Resource Groups
  - Community Resource Centres
  - Sponsorships - Supporting and participating in community events
  - Financial Institutions
  - Neighbourhood Power Smart Pilot Street Project
    - Manitoba Hydro branded event tent
    - AEP Promotional T-Shirts for Staff
    - Lamp Post Signs
    - Lawn Signs
    - Post-participation lawn signs
    - Power Smart Float
  - Neighbourhood Power Smart Project team marketers (BNRC & NECRC)
- Landlords
  - Professional Property Management Association (PPMA)
  - Winnipeg Rental Network

- Manitoba Non-profit Housing Association
- Targeted mailer to landlords from Billing System data
- Residential Tenancies Branch
- Participating Contractors
- Social Media Channels (Facebook & Twitter)

A social media strategy will be created to take advantage of this yet-untapped channel for Power Smart. Options for leveraging social media include advertising targeted to key demographics in Manitoba, inviting customers to use a hashtag (e.g. #affordableenergy, #ITSTRUE) to share their feedback in regards to the AEP, and sharing photos of AEP staff and Neighbourhood Power Smart Staff at community events.)

## **Budget**

AEP has a marketing budget of \$500,000 for the 2015-2016 fiscal year.

## **Participation Forecast**

The Affordable Energy Program has set a target of approximately 2,725 homes to be completed in the next year (2015-2016). A target of approximately 1,315 insulation projects, 686 furnace installations, 950 drain water heat recovery units and 15 boiler installations has been set for the 2015-2016 year.

## **Evaluation Analysis**

The marketing strategy will be evaluated based on each individual approach / component, each media channel, and the campaign as a whole. The analysis will evaluate the Return on Investment the overall marketing strategy and each specific media channel, by taking into consideration the cost, reach, frequency, engagement, applications received, and total homes completed.

The Customer Satisfaction Survey will be used to measure program awareness, identify Manitoba specific barriers, and feedback on the overall program.

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Appendix 8.2
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	DSM mitigation strategy		
<b>Issue:</b>	DSM programs; DSM equity		

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

The Board has expressed concern about DSM programs and rate impacts in areas where natural gas is not available for heating.

**QUESTION:**

Describe in detail all electric DSM offering(s) to (i) households and (ii) small and medium business in places with no access to natural gas for heating. Include documentation, all marketing materials, complete list of measures and their rebates and final cost to participating customers.

**RATIONALE FOR QUESTION:**

To determine details of DSM offerings in areas where natural gas is not available for heating.

**RESPONSE:**

DSM offerings for households and businesses in areas that have no access to natural gas for heating are the same as those offerings for households that have electric heating. Please see the response to MMF/MH-I-25b.

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Appendix 8.2
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	DSM mitigation strategy		
<b>Issue:</b>	DSM programs; DSM equity		

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

The Board has expressed concern about DSM programs and rate impacts in areas where natural gas is not available for heating.

**QUESTION:**

Describe in detail all electric DSM offering(s) to (i) households and (ii) small and medium business in which have only electricity for heating. Include documentation, all marketing materials, complete list of measures and their rebates and final cost to participating customers.

**RATIONALE FOR QUESTION:**

To determine details of DSM offerings in areas where natural gas is not available for heating.

**RESPONSE:**

Customers heating with electricity are eligible to participate in all Power Smart programs which offer electricity savings, with the Home Insulation, Commercial Building Envelope and Commercial HVAC – CO2 Sensor programs offering enhanced incentives for electrically heated homes/buildings. Please see Manitoba Hydro's response to Coalition/MH I-69 for a copy of the Power Smart Plan 2014 – 2017, which includes descriptions of program offerings for all customer sectors.

In Order 33/15, the PUB accepted Manitoba Hydro's submission, in response to its objection to other Intervenor requests (e.g. MMF/MH-I-16, MMF/MH-I-27 and MKO-COALITION/MH-I-6a-k), that in light of the extensive examination of DSM issues that took place in the NFAT Review and the current state of flux with respect to the PUB's DSM-

related recommendations flowing from the NFAT, the PUB considers the requested detailed information to be unnecessary for this GRA and will not require Manitoba Hydro to provide the requested information in this hearing.

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Appendix 8.2
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	All-electric buildings; DSM mitigation strategy		
<b>Issue:</b>	DSM measures; DSM programs; DSM equity		

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

The Board has expressed concern about DSM programs and rate impacts in areas where natural gas is not available for heating, including buildings that are all-electric.

**QUESTION:**

Describe in detail, including level of rebates and final costs to consumers, all programs with respect to low-income households using electricity for heat.

**RATIONALE FOR QUESTION:**

To determine details of DSM offerings in areas where natural gas is not available for heating.

**RESPONSE:**

While all the electric measures offered through Power Smart programs are available to all residents of Manitoba, the Affordable Energy Program provides free insulation and basic energy efficiency measures to low-income households. Please see Manitoba Hydro's response to MMF/MH-I-24 for the specific electric measures.

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Appendix 8.2
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	All-electric buildings; DSM mitigation strategy		
<b>Issue:</b>	DSM measures; DSM programs; DSM equity		

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

The Board has expressed concern about DSM programs and rate impacts in areas where natural gas is not available for heating, including buildings that are all-electric.

**QUESTION:**

Describe in detail and provide documentation concerning MH's consideration of promoting air source heat pumps in place of electric resistance heating.

**RATIONALE FOR QUESTION:**

To determine details of DSM offerings in areas where natural gas is not available for heating.

**RESPONSE:**

Please refer to Manitoba Hydro's response to GAC/MH-I-66e, section titled Air Source Heat Pumps for Space Heating.

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Appendix 8.2
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	DSM mitigation strategy		
<b>Issue:</b>	DSM marketing; DSM equity		

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

There is concern about widespread customer knowledge of MH's DSM programs.

**QUESTION:**

Provide all electric residential marketing materials used in the last two years, including copies of all printed literature including bill stuffers, outdoor advertising, media advertising (including radio scripts and television storyboards), and printed messages on bills. With respect to each, state the geographic distribution of the material.

**RATIONALE FOR QUESTION:**

To determine the details and geographic reach of MH's marketing efforts.

**RESPONSE:**

Pursuant to PUB Order 33/15, no response is required to this Information Request.

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Appendix 8.2 at b and pgs. 17 et seq.
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	DSM mitigation strategy		
<b>Issue:</b>	DSM marketing; DSM equity		

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

**QUESTION:**

Please provide the last three studies of customer awareness of electric Power Smart.

**RATIONALE FOR QUESTION:**

To determine the segmented reach of MH’s marketing efforts.

**RESPONSE:**

Awareness of the Power Smart brand within Manitoba is measured as part of Manitoba Hydro’s Customer Satisfaction Tracking Study (CSTS) surveys. The results from the last four surveys are summarized in the following table below.

	<b>Jun 2013</b>	<b>Dec 2013</b>	<b>Jun 2014</b>	<b>Dec 2014</b>	<b>Mean (2013 &amp; 2014)</b>
<b>Unaided Awareness</b>	20%	22%	17%	21%	<b>20%</b>
<b>Total Awareness</b>	92%	93%	95%	90%	<b>92%</b>

The latest version of the CSTS report is provided in Manitoba Hydro’s response to COALITION/MH-I-6c. See Manitoba Hydro’s response to GAC/MH-I-60b for a copy of the questions used in the CSTS survey.

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Appendix 8.2 at b and pgs. 17 et seq.
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	DSM mitigation strategy		
<b>Issue:</b>	DSM marketing; DSM equity		

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

Please provide disaggregated awareness data with respect to:

- i. low income households;
- ii. households in areas with no access to natural gas for heat;
- iii. households in buildings that are all-electric;
- iv. households in northern Manitoba;
- v. First Nations households;
- vi. tenants; and
- viii. small and medium business.

**RATIONALE FOR QUESTION:**

To determine the segmented reach of MH's marketing efforts.

**RESPONSE:**

Disaggregated Power Smart brand awareness data for the last four Customer Satisfaction Tracking Study (CSTS) surveys is provided in the following table.

	Jun 2013	Dec 2013	Jun 2014	Dec 2014	Mean (2013 & 2014)
<b>Total Awareness</b> (Quarterly Sample, n)	92%	93%	95%	90%	<b>92%</b>
<b>by Family Income:</b>					
<\$60,000 (n=150)	80%	85%	92%	83%	<b>85%</b>
\$60,000-\$100,000 (n=110)	82%	97%	98%	95%	<b>93%</b>
\$100,000+ (n=125)	96%	95%	97%	95%	<b>96%</b>
<b>by Primary Heating Fuel:</b>					
Electric Heat (n=190)	89%	88%	93%	89%	<b>90%</b>
Natural Gas Heat (n=265)	94%	96%	97%	94%	<b>95%</b>
<b>by Elec Only vs Access to Nat Gas Service:</b>					
Electric Only (n=150)	89%	88%	92%	90%	<b>90%</b>
Nat Gas Access (n=340)	94%	96%	97%	90%	<b>95%</b>
<b>by Region:</b>					
Winnipeg (n=300)	92%	94%	96%	92%	<b>94%</b>
Outside Winnipeg <sup>*1</sup> (n=220)	90%	90%	94%	88%	<b>91%</b>
North (n=30)	85%	83%	90%	83%	<b>85%</b>
<b>by Aboriginal Ancestry:<sup>*2</sup></b>					
Aboriginal (n=50)	91%	85%	82%	98%	<b>89%</b>
Non-Aboriginal (n=440)	92%	93%	97%	90%	<b>93%</b>
<b>by Own or Rent Home:</b>					
Own (n=410)	91%	94%	96%	92%	<b>93%</b>
Rent (n=75)	94%	87%	88%	82%	<b>88%</b>
<b>by Small &amp; Medium Size Business:</b>	Not Collected	Not Collected	Not Collected	Not Collected	<b>Not Collected</b>

<sup>\*1</sup> Outside Winnipeg includes respondents living in the North.

<sup>\*2</sup> Respondent reporting they are Aboriginal are of First Nations, Metis or Inuit ancestry.

Please see the response to COALITION/MH-I-6c. The CSTS report also provides a summary of the variation of Power Smart awareness by customer segments.

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

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

There is concern that some of those most in need of bill impact mitigation may be excluded from MH's DSM programs.

**QUESTION:**

Provide the standards and rules for residential electric eligibility and ineligibility, including all documentation.

**RATIONALE FOR QUESTION:**

To determine the eligibility rules for the Company's DSM programs, and the rationale therefor.

**RESPONSE:**

Please see the attachment to this response.

**MMF/MH – 1-29**

- A. Provide the standards and rules for residential electric eligibility and ineligibility, including all documentation.
- B. Provide the rationale for each rule of ineligibility.

	<b>a) Eligibility/Ineligibility</b>	<b>b) Rationale for Ineligibility</b>
<b>Home Insulation Program</b>	Primary residence of owner or tenant	Seasonal residences and unoccupied homes are not eligible as energy consumption is low and therefore not cost effective (savings do not justify the costs).
	Home must be built prior to 1999	Building code changes in 1998 raised insulation levels to standards that did not provide cost effective upgrade measures for the HIP.
	Area applied for must be living space	Areas such as garages, outbuildings, unheated porches, etc. are not part of the home that uses energy for heating and therefore energy savings cannot be gained for these areas.
	Projects must meet Power Smart requirements	Power Smart requirements were determined to include cost effective measures for upgrade as well as improve on code standards for homes built prior to 1999.
	Insulation materials must have a verifiable R-value as evaluated by the CCMC or equivalent to a recognized standard	Materials must prove to increase the energy efficiency of the home. This is determined by testing done using recognized engineering methods as per the CCMC or equivalent body.
<b>Water and Energy Saver Program</b>	Primary residence of owner or tenant	Seasonal residences and unoccupied homes are not eligible as energy consumption is low and therefore not cost effective (savings do not justify the costs).
<b>Affordable Energy Program</b>	Primary residence of owner or tenant	Seasonal residences and unoccupied homes are not eligible as energy consumption is low and therefore not cost effective (savings do not justify the costs).
	Home owner or Tenant must meet LICO 125 income thresholds	Customers who do not qualify based on the income qualification are deemed not to be lower income as per the information outlined by STATS Canada for communities over 500,000 plus an additional 25%.
	Home must be built prior to 1999	Building code changes in 1998 raised insulation levels to standards that did not provide cost effective upgrade measures for the Power Smart Home Insulation Program, which AEP models.
	Home must be an existing occupied single-detached, or semi-detached home, or a mobile/modular home on a permanent foundation with it's own individually metered qualifying heat source.	The program is designed to benefit lower income customers and help upgrade their living space and help reduce their utility bills
<b>Refrigerator Retirement Program</b>	Single Family dwelling only; seasonal residences, apartments and condo's do not qualify	Appliances in seasonal residences are not consuming energy all year and the minimal savings associated are not cost effective under the existing program metrics. Apartments and condos are excluded because the old units will be replaced and the minimal savings resulting are not cost effective under the current program metrics.
	Appliance (Fridge/Freezer) must be in working order	There are no saving achieved if the unit isn't working.
	Must own the appliance (Fridge/Freezer)	Only the owner can give up the appliance.
	Appliance(Fridge/Freezer) must be over 15 years old, and > 10 cu feet	Savings are not justified if this condition is not met; newer appliances and smaller appliances consume less energy, therefore minimizing savings.
	Up to three appliances (Fridge/Freezer) per residence collected	This requirement prevents customers from collecting fridges for rebates that they don't own or come from locations that do not qualify.

**MMF/MH – 1-29**

- A. Provide the standards and rules for residential electric eligibility and ineligibility, including all documentation.
- B. Provide the rationale for each rule of ineligibility.

	<b>a) Eligibility/Ineligibility</b>	<b>b) Rationale for Ineligibility</b>
<b>Residential LED Lighting Program</b>	All residential customers are eligible to participate.	
<b>Community Geothermal Program</b>	The First Nation must sign a Band Council Resolution to participate in the program.	This is due to the First Nation land is owned by the Federal Government of Canada and as such, a caveat is unable to be registered, as per the requirements of the Residential PAYS programs conditions require. This Band Council Resolution indicates the Band owns all homes and there will be no sale or transfer of ownership of the homes during the course of the PAYS loan applied to a residence.
	The property at which the upgrade will take place must be a primary residence of the owner or tenant, and must be a living space.	Seasonal residences and unoccupied homes are not eligible as energy consumption is low and therefore not cost effective (savings do not justify the costs). Areas such as garages, outbuildings, unheated porches, etc. are not part of the home that uses energy for heating and therefore energy savings cannot be gained for these areas.
<b>Community Geothermal Program con't.</b>	Upgrades must meet Power Smart requirements, and must generate enough savings to pay for the upgrade.	Not only must the upgrades improve the energy efficiency of the home, but due to the provisions of The Energy Savings Act, they also must offer sufficient savings to ensure that the customer's monthly bill payment is less than the estimated monthly savings from the upgrade.
	The First Nation's Manitoba Hydro accounts must be in good standing prior to and throughout the communities participation in the PAYS Financing Program .	First Nations must be current with their bill to show that they are at a low risk of defaulting on payments.
	The homeowner must have an active Manitoba Hydro account in good standing (PAYS Financing).	Although the bill should not increase, customers must be current with their bill to show that they are at a low risk of defaulting on payments.
<b>Power Smart Residential Loan</b>	The homeowner must apply.	Only the homeowner can authorize upgrades to the property.
	The property at which the upgrade will take place must be a primary residence of the owner or tenant, and must be a living space.	Seasonal residences and unoccupied homes are not eligible as energy consumption is low and therefore not cost effective (savings do not justify the costs). Areas such as garages, outbuildings, unheated porches, etc. are not part of the home that uses energy for heating and therefore energy savings cannot be gained for these areas.
	Upgrades must meet Power Smart Requirements.	Power Smart requirements were established to ensure upgrades would improve the energy efficiency of a customer's home.
	The home must be insured.	In the event that a home would burn down or be otherwise destroyed this would ensure that Manitoba Hydro is protected against a possible loan default by a customer.
	The homeowner must have approved credit from Manitoba Hydro.	Customer must show through their bill repayment history and other credit information that they can withstand an increase to their utility bill for the the upgrades they wish to undertake.

**MMF/MH – 1-29**

- A. Provide the standards and rules for residential electric eligibility and ineligibility, including all documentation.
- B. Provide the rationale for each rule of ineligibility.

	<b>a) Eligibility/Ineligibility</b>	<b>b) Rationale for Ineligibility</b>
<b>Power Smart PAYS Financing</b>	Applicant must own the property	Only the homeowner can authorize upgrades to the property.
	The property at which the upgrade will take place must be a primary residence of the owner or tenant, and must be a living space.	Seasonal residences and unoccupied homes are not eligible as energy consumption is low and therefore not cost effective (savings do not justify the costs). Areas such as garages, outbuildings, unheated porches, etc. are not part of the home that uses energy for heating and therefore energy savings cannot be gained for these areas.
	Upgrades must meet Power Smart requirements, and must generate enough savings to pay for the upgrade.	Not only must the upgrades improve the energy efficiency of the home, but due to the provisions of The Energy Savings Act, they also must offer sufficient savings to ensure that the customer's monthly bill payment is less than the estimated monthly savings from the upgrade.
	Homeowner must have an active Manitoba Hydro account in good standing	Although the bill should not increase, customers must be current with their bill to show that they are at a low risk of defaulting on payments.
<b>Residential Earth Power Loan</b>	The applicant must own the building.	Only the owner can authorize upgrades to the property.
	Upgrades must meet Power Smart Requirements.	Power Smart requirements were established to ensure upgrades would improve the energy efficiency of a customer's home.
	The homeowner must have approved credit from Manitoba Hydro.	Customer must show through their bill repayment history and other credit information that they can withstand an increase to their utility bill for the the upgrades they wish to undertake.
	GHPS must be tested, rated and installed under CSA Standards.	Materials must prove to increase the energy efficiency of the home and been safety certified. This is determined by testing done using recognized engineering methods as per the CSA Standards or equivalent body.
	The heat pump must be designed and installed by a contractor recognized by the Manitoba Geothermal Energy Alliance (MGEA).	The MGEA ensures its recognized installers have the proper accreditations to install GHPS so to minimize deficiencies and ensure optimum energy efficiency for the customer.

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

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

There is concern that some of those most in need of bill impact mitigation may be excluded from MH's DSM programs.

**QUESTION:**

Provide the rationale for each rule of ineligibility.

**RATIONALE FOR QUESTION:**

To determine the eligibility rules for the Company's DSM programs, and the rationale therefor.

**RESPONSE:**

Please see the attachment to MMF/MH-I-29a.

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

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

Residential electric customers who receive income assistance may be currently ineligible for MH's DSM programs. By lowering bills of such customers, DSM could reduce the expense to the Province of Manitoba of supporting such customers, while reducing costs to all customers by, for example, deferring the cost of new generation.

**QUESTION:**

Describe and document MH's rationale for continuing this ineligibility, if it is current policy; and

**RATIONALE FOR QUESTION:**

To determine the eligibility rules for MH's DSM programs, and the rationale therefor.

**RESPONSE:**

The premise of this question is incorrect. All customers receiving income assistance are eligible for Manitoba Hydro's DSM programs.

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Appendix 8.2
<b>Topic:</b>	Rate impacts on specific customer segments		
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<b>Issue:</b>	DSM programs; DSM equity		

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

Residential electric customers who receive income assistance may be currently ineligible for MH's DSM programs. By lowering bills of such customers, DSM could reduce the expense to the Province of Manitoba of supporting such customers, while reducing costs to all customers by, for example, deferring the cost of new generation.

**QUESTION:**

state whether MH would reconsider this rationale and position and if so state and explain what MH's position is.

**RATIONALE FOR QUESTION:**

To determine the eligibility rules for MH's DSM programs, and the rationale therefor.

**RESPONSE:**

Please see Manitoba Hydro's response to MMF/MH-I-30a.

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

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

Residential electric customers who receive income assistance or are in arrears, among others, may be currently ineligible for MH's DSM programs. (See IR MMF/MH-30)

**QUESTION:**

State and document whether DSM-ineligible customers pay rates that include the cost of DSM.

**RATIONALE FOR QUESTION:**

To explore financing of DSM programs by those not eligible therefor.

**RESPONSE:**

As indicated in Manitoba Hydro's response to MKO-COALITION/MH 1-2f, all Manitoba Hydro customers, including those in arrears, are eligible to participate in Manitoba Hydro's incentive-based Power Smart programs, such as the Water & Energy Saver, Home Insulation, Residential LED lighting, Refrigerator Retirement, and Affordable Energy Programs.

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

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

Residential electric customers who receive income assistance or are in arrears, among others, may be currently ineligible for MH's DSM programs. (See IR MMF/MH-30)

**QUESTION:**

State whether MH would consider exempting DSM-ineligible customers from all costs for DSM.

**RATIONALE FOR QUESTION:**

To explore financing of DSM programs by those not eligible therefor.

**RESPONSE:**

As indicated in Manitoba Hydro's response to MKO-COALITION/MH-I-2f, all Manitoba Hydro customers, including those in arrears, are eligible to participate in Manitoba Hydro's incentive-based Power Smart programs, such as the Water & Energy Saver, Home Insulation, Residential LED lighting, Refrigerator Retirement, and Affordable Energy Programs.

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Appendix 8.2
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	DSM mitigation strategy; Energy poverty; Impact on Province		
<b>Issue:</b>	Non-energy benefits		

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

The Board has recognized non-energy benefits to Energy Poverty programs (including DSM), including, for example, improvements in health and savings in health care costs, reduced bad debt write-offs, avoided costs of reconnection, and improved customer service (See Order 5/12 at pg. 166).

**QUESTION:**

Please provide all documentation, including planning and analysis documents, showing MH's assessment of non-energy benefits of DSM and other Energy Poverty programs, including values used (if any) in cost-effectiveness calculations such as Total Resource Cost test for DSM. For purposes of this request, non-energy benefits include, but are not limited to: greenhouse gas emission reductions and other climate change benefits, greater affordability for low-income customers, reduced risks of capital costs and export revenue, increased economic development (including jobs), increased property values, increased comfort, reduced noise, improvements in health and safety and savings in health care costs (including reductions in fires), reduced bad debt write-offs, avoided costs of reconnection, and improved customer service.

**RATIONALE FOR QUESTION:**

To determine MH's consideration of non-energy benefits in its assessment of DSM and other Energy Poverty programs.

**RESPONSE:**

Pursuant to PUB Order 33/15, no response is required to this Information Request.

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

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

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.

**QUESTION:**

Provide and document MH's response, and rationale therefor, to the argument described in the Preamble.

**RATIONALE FOR QUESTION:**

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

**RESPONSE:**

Please refer to Manitoba Hydro's response to MKO-COALITION/MH-I-2f.

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

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

It can be argued that MH's electric residential collection practices seen as harsh by customers struggling to pay their bills has the effect of reducing the effectiveness of MH's marketing of DSM.

**QUESTION:**

Provide and document MH's response, and rationale therefor, to the argument described in the Preamble.

**RATIONALE FOR QUESTION:**

To examine the impact of MH's DSM marketing on certain customers and segments of the Province.

**RESPONSE:**

This request includes an unfounded and unproven premise and hypothesis and therefore, is not a proper information request. However, to be responsive, the following information is provided.

Manitoba Hydro is not aware of any evidence that its residential collection practices, including on those customers who struggle to pay their bills, have a negative impact of the effectiveness of DSM marketing. In fact, this customer segment is a primary target market for Manitoba Hydro's Affordable Energy Programs and is using its automated outbound calling to promote its Affordable Energy Program to customers who are currently in arrears in order to reach as many potential program participants as possible.

Manitoba Hydro's Credit & Recovery Services Department (C&RS) engages in many activities that allow flexibility in negotiating payment plans that take into consideration the customer's ability to pay. C&RS works with a customer in arrears to establish a mutually agreed upon payment arrangement that is both manageable for the customer and ensures the customer does not fall further behind on their energy bill. Payment arrangement guidelines consider the customer's paydays, child tax benefits, pension income etc and allow for changes to the previously agreed upon payment arrangement. Staff take into consideration unexpected health or economic changes or family emergencies. The customer is asked to call back if the terms of the arrangement need to be altered to accommodate their specific circumstances. In many cases, Late Payment Charges are waived by C&RS while the customer is paying down their arrears.

As part of bill messaging, the Seven Day Final Notice letter is mailed if a payment arrangement is broken. The Seven Day Final Notice Letter gives the customer the opportunity to renegotiate their payment arrangement prior to further collection activity. The Seven Day Final Notice is a PUB requirement on residential gas and combined gas/electric accounts, however, Manitoba Hydro concurs with this practice and issues this letter to all customers with a broken payment arrangement.

Manitoba Hydro offers many flexible payment options to customers – C&RS accepts payment through online banking, telephone banking, financial institutions, authorized payment agents, MoneyGram and directly to Manitoba Hydro. Customers experiencing financial difficulty are also advised of the various social agencies that might be able to offer assistance: for example, Neighbours Helping Neighbours or Employment and Income Assistance. As DSM is an integral component of Manitoba Hydro's overall strategy to assist customers with managing their bills and minimizing arrears, customers are also informed of the Manitoba Hydro Affordable Energy Program and a package of information is sent to customers who might qualify for the program.

The Equal Payment Plan (EPP) is also a very useful budgetary tool that is offered to customers. The budget amount is based on the average historical consumption for the property. Energy costs are projected for the year and divided into 11 equal monthly installments. Late payment charges are never assessed while the customer is making their EPP payments.

Manitoba Hydro's Neighbours Helping Neighbours Program provides emergency energy assistance to individuals, families and seniors who are unable to pay their energy bill due to personal hardship or crisis. Neighbours Helping Neighbours also assesses the customer's situation and refers the customer to additional community agencies. When a customer is accepted into the Neighbours Helping Neighbours Program, C&RS automatically waives late payment charges for 6 months.

In addition to working with customers who are experiencing financial difficulties, C&RS also identifies and seeks additional help for vulnerable persons (seniors, persons with a mental or physical disability). Additional help is provided by:

- Home Care, Geriatric Assessment Team (GPAT)
- Family Services & Housing
- The Seniors Resource Team at Health Action Centre
- City and Provincial Environmental Health Inspectors
- City of Winnipeg Community Services Social Workers
- Provincial Employment and Income Assistance

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Order 43/13 pgs. 7 and 55 Order 5/12 pg/ 165
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	DSM mitigation strategy; Affordable Energy strategy; Energy poverty		
<b>Issue:</b>	DSM programs		

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

In Order 43/13, the Board recommended an independent assessment of the Power Smart Plan (see pgs. 7 and 55). In Order 5/12, the Board expected terms of reference for an external program review of LIEEP and that an independent external review of the AEF (at pg. 165) was warranted.

**QUESTION:**

- a) Provide the independent assessment of the Power Smart plan, recommended in Order 43/13.
- b) Provide all independent evaluations, impact and/or process of MH’s DSM efforts, LIEEP, and AEF.
- c) Provide the terms of reference for all such evaluations and assessments.
- d) Describe and document all improvements in MH’s DSM efforts based on the foregoing.

**RATIONALE FOR QUESTION:**

To obtain the independent assessment of Power Smart Plan, LIEEP, and AEF, and details of consequences of the reviews.

**RESPONSE:**

Pursuant to PUB Order 33/15, no response is required to this Information Request.

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

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

The Energy Savings Act (2012) allows MH to provide additional funds for the Affordable Energy Program.

**QUESTION:**

Provide MH's actions in response, and rationale therefor, to the statute described in the Preamble.

**RATIONALE FOR QUESTION:**

To determine MH's response to the statutory allowance to increase funding of the Affordable Energy Program.

**RESPONSE:**

The current allocation of the Affordable Energy Fund by program is provided in Appendix 11.44, DSM MFR 2. Currently, there are no approved plans to increase the funding within the Affordable Energy Fund.

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Order 43/13 at pg. 44
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	DSM mitigation strategy		
<b>Issue:</b>	DSM programs		

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

**QUESTION:**

Provide the Energy Efficiency Plan, in consultation with the responsible minister by March 31, 2013, pursuant to Order 43/13 (at pg 44).

**RATIONALE FOR QUESTION:**

To obtain the Energy Efficiency Plan in consultation with the responsible minister.

**RESPONSE:**

Please see the response to COALITION/MH-I-69.

<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; CBOs		
<b>Issue:</b>	DSM equity		

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

Describe fully and document the involvement of community-based organizations (CBOs) in the Low Income Energy Efficiency Program, the Neighbors Helping Neighbors program, and the MH's Energy poverty strategy. Include identification of all CBOs involved.

**RATIONALE FOR QUESTION:**

To learn details of CBO involvement in MH's Low Income DSM programs.

**RESPONSE:**

See Manitoba Hydro's response to MMF/MH-I-24.

<b>Section:</b>	Tab 10	<b>Page No.:</b>	
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	DSM mitigation strategy		
<b>Issue:</b>	Funding; Scale		

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

MH's proposes to rescind the Board's DSM deferral order requiring maintenance of an account for unexpended ordered DSM on the grounds that it has proposed to increase spending.

**QUESTION:**

For each of the past 10 years, provide the:

- a) planned:
- b) ordered; and
- c) actual expenditures for:
  - i. all DSM;
  - ii. the Affordable Energy Program;
  - iii. Low income program(s);
  - iv. First Nation programs(s);
  - v. all-electric residential buildings;
  - vi. residential buildings in areas without access to natural gas;
  - vii. residential buildings in North Manitoba;
  - viii. renters; and
  - viii. small and medium business.

**RATIONALE FOR QUESTION:**

To determine the history of the Board's funding orders and MH's compliance therewith.

**RESPONSE:**

The DSM deferral referenced in the preamble to this question applies to the 2012/13 and 2013/14 years only. As such, this response focuses on data for this timeframe only.

Please see the response to COALITION/MH I-72c for the calculation of the \$16.3 million included in the DSM deferral account, which reflects the amounts included in Order 43/13 based on the IFF11-2.

Please note the DSM amounts of \$34 million for 2012/13 and \$35 million for 2013/14 included in Order 43/13 do not include in forecast Affordable Energy Fund program spending.

The following table provides the electric DSM budget in the 2011 Power Smart Plan as well as the planned and actual DSM expenditures for the 2012/13 and 2013/14 fiscal years.

Some of the information requested in this IR is not available. Manitoba Hydro is unable to provide the breakdown requested for v) to vii). As well, expenditures related to the Affordable Energy Program, low income programs and First Nation programs are not tracked separately. Manitoba Hydro supports this market through its DSM budget and through its Affordable Energy Fund (AEF) budget. The DSM expenditures can be found in the table below under “Residential Expenditures” and the AEF expenditures can be found in the AEF section. Manitoba Hydro has provided the expenditures for all commercial programs, as the amounts for small and medium businesses only are not available.

(\$ millions)	2012/13			2013/14		
	2011 PS Plan	Planned 2012 Base DSM	Actual	2011 PS Plan	Planned 2013-16 PS Plan	Actual
Residential Expenditures						
Low Income/Affordable Energy Program/First Nations	\$0.4	\$0.3	\$0.3	\$0.4	\$0.3	\$0.3
All Other Residential Expenditures	\$4.8	\$4.3	\$3.7	\$4.5	\$4.1	\$3.6
<b>Total Residential Expenditures</b>	<b>\$5.2</b>	<b>\$4.6</b>	<b>\$4.0</b>	<b>\$4.9</b>	<b>\$4.4</b>	<b>\$3.9</b>
Commercial Expenditures	\$10.7	\$10.2	\$11.2	\$9.8	\$9.3	\$10.6
All Other Expenditures	\$17.7	\$13.7	\$11.3	\$19.2	\$14.3	\$11.7
<b>Total Capital DSM Expenditures</b>	<b>\$33.6</b>	<b>\$28.5</b>	<b>\$26.6</b>	<b>\$33.9</b>	<b>\$28.1</b>	<b>\$26.1</b>
DSM Operating Expenditures	\$0.8	\$0.9	\$0.8	\$0.8	\$0.9	\$1.0
<b>Total DSM Expenditures</b>	<b>\$34.4</b>	<b>\$29.4</b>	<b>\$27.4</b>	<b>\$34.7</b>	<b>\$29.0</b>	<b>\$27.2</b>
Low Income/Affordable Energy Program/First Nations AEF	\$1.0	\$0.9	\$0.4	\$1.0	\$0.9	\$0.4
Other AEF Expenditures	\$1.3	\$1.9	\$1.4	\$1.0	\$0.2	\$0.1
<b>Total AEF Expenditures</b>	<b>\$2.3</b>	<b>\$2.8</b>	<b>\$1.9</b>	<b>\$2.0</b>	<b>\$1.0</b>	<b>\$0.5</b>
<b>Total DSM and AEF Expenditures</b>	<b>\$36.7</b>	<b>\$32.2</b>	<b>\$29.3</b>	<b>\$36.7</b>	<b>\$30.0</b>	<b>\$27.7</b>

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

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

According to the NFAT Final Report, at pg. 29, rates could double in the period 2013-2032. Increases of this magnitude are particularly harsh for certain segments of the Province.

**QUESTION:**

In an Excel spreadsheet, list each of the following, by year for each of the last five years and for the next projected two years (including the instant application and approved interim rate increase), including for each year, for each of the categories of residential customers set out below: number of customers, customer charge, usage rate(s), average annual bill by dwelling, percentage change in annual bill by dwelling from the immediately previous year.

The categories are:

- a) Dwellings occupied by Low-income households,
- c) Dwellings in northern rural Manitoba,
- d) Dwellings in rural areas of Manitoba (defined as are as of no natural gas availability),
- e) Dwellings using electricity for heat,
- f) Dwellings not using electricity for heat,
- g) Dwellings in Winnipeg,
- h) All residential dwellings,
- i) Renters among each of the foregoing categories, and
- j) Small and medium business.

**RATIONALE FOR QUESTION:**

To determine bill impacts on specific segments of the Province.

**RESPONSE:**

- a) The table in the attached Excel spreadsheet, MMF-MH-I-40-Attachment 1.xlsx, presents the number of low income customers (defined as households with a total household income equal to or less than the Statistics Canada Low Income Cut Off – LICO) and the associated average annual kW.h per dwelling and average annual bill. Manitoba Hydro does not track customer income within its billing system. Information related to income is derived from the 2009 Residential Energy Use Survey and represents the usage and annual bills of customers that were identified as low income in 2009. Manitoba Hydro does not forecast future load based on income categories.
  
- c) The table in the attached Excel spreadsheet, MMF-MH-I-40-Attachment 1.xlsx, presents the number of residential customers in Northern Manitoba, the average annual kW.h per customer and average annual bill excluding any taxes for each of the last five years. Manitoba Hydro is unable to provide the forecast for households in northern rural Manitoba as Manitoba Hydro does not prepare load forecasts for individual segments within the Residential Basic rate class.
  
- d) The table in the attached Excel spreadsheet, MMF-MH-I-40-Attachment 1.xlsx, presents the number of residential customers in non-gas available areas of the Province, the average annual kW.h per customer and average annual bill excluding any taxes for each of the last five years. Manitoba Hydro is unable to provide the forecast for households in rural areas of Manitoba as Manitoba Hydro does not prepare load forecasts for individual segments within the Residential Basic rate class.
  
- e) The table in the attached Excel spreadsheet, MMF-MH-I-40-Attachment 1.xlsx, presents the number of electrically heated residential customers, the average annual kW.h per customer and average annual bill excluding any taxes for each of the last five years including the first two years of the forecast.
  
- f) The table in the attached Excel spreadsheet, MMF-MH-I-40-Attachment 1.xlsx, presents the number of non-electrically heated residential customers, the average annual kW.h per customer and average annual bill excluding any taxes for each of the last five years including the first two years of the forecast.

- g) The table in the attached Excel spreadsheet, MMF-MH-I-40-Attachment 1.xlsx, presents the number of residential customers in Winnipeg, the average annual kW.h per customer and average annual bill excluding any taxes for each of the last five years. Manitoba Hydro is unable to provide the forecast for households in Winnipeg as Manitoba Hydro does not prepare load forecasts for individual segments within the Residential Basic rate class.
- h) The table in the attached Excel spreadsheet, MMF-MH-I-40-Attachment 1.xlsx, presents the number of residential customers, the average annual kW.h per customer and average annual bill excluding any taxes for each of the last five years including the first two years of the forecast.
- i) The table in the attached Excel spreadsheet, MMF-MH-I-40-Attachment 1.xlsx, presents the number of residential renters and the associated average annual kW.h per dwelling and average annual bill for each of the customer categories. Manitoba Hydro does not identify customer information related to income or tenancy. Information related to income and tenancy is derived from the 2009 Residential Energy Use Survey and represents the usage and annual bills of customers that were identified as low income or as rental in 2009. Manitoba Hydro does not forecast future load based on income or tenancy categories.
- j) The table in the attached Excel spreadsheet, MMF-MH-I-40-Attachment 1.xlsx, presents the number of General Service Small and Medium class customers, the average kW.h per customer and the average annual bill excluding any taxes for each of the last five years and including the first two years of the forecast.

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

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

According to the NFAT Final Report, at pg. 29, rates could double in the period 2013-2032. Increases of this magnitude are particularly harsh for certain segments of the Province.

**QUESTION:**

In an Excel spreadsheet, list each of the following, by year for each of the last five years and for the next projected two years (including the instant application and approved interim rate increase), including for each year, for each of the categories of residential customers set out below: number of customers, customer charge, usage rate(s), average annual bill by dwelling, percentage change in annual bill by dwelling from the immediately previous year.

The categories are:

- b) Dwellings occupied by First Nations households,

**RATIONALE FOR QUESTION:**

To determine bill impacts on specific segments of the Province.

**RESPONSE:**

Pursuant to PUB Order 33/15, no response is required to this Information Request.

<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):**

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).

**QUESTION:**

State, describe, and document all strategies, including bill assistance, **(a)** considered, **(b)** adopted, and **(c)** proposed to mitigate bill impacts on the following, and with respect to each provide a complete description of expenditures and customer benefits:

- i. Dwellings occupied by Low-income households,
- ii. Dwellings occupied by First Nations households,
- iii. Dwellings in northern rural Manitoba,
- iv. Dwellings in rural areas of Manitoba (defined as areas of no natural gas availability),
- v. Dwellings using electricity for heat,
- vi. Dwellings not using electricity for heat,
- vii. Dwellings in Winnipeg,
- viii. All residential dwellings, and
- ix. Small and medium business.

**RATIONALE FOR QUESTION:**

To explore strategies for bill assistance.

**RESPONSE:**

Manitoba Hydro's overall strategy to mitigate bill impacts for its customers involves Demand Side Management, bill management and emergency financial assistance using a holistic and integrated approach. Manitoba Hydro recognizes all three components are important however energy conservation along with customer education are key as this component offers the best long term solution for customers and the utility. Where applicable, all of Manitoba Hydro's customers can participate in its various residential, commercial and industrial DSM programs.

Manitoba Hydro's bill management strategy provides customers with very accommodating practices which include payment arrangements, equal payment plans, disconnection avoidance, negotiable late payment charges, and custom due dates. When customers face personal hardship or a crisis, Manitoba Hydro refers these customers to seek emergency financial assistance through the Neighbours Helping Neighbours Program. Through this program, customers can qualify for funding and be referred to various community resources to help with their personal situation.

For the overall residential market, Power Smart is the primary strategy employed to assist customers in lowering their home energy costs. Since the program's inception, Power Smart has been successful in reducing overall residential customer bills by \$37 million (see Appendix 8.2 p 49); savings which continue to be realized into the future. Recognizing the higher cost of heating using electricity, the Home Insulation Program was recently enhanced in order to specifically target and assist those consumers.

The Affordable Energy Program provides lower income households, owners and renters, with a free in-home energy efficiency review including free basic energy saving measures, free insulation and a new high efficient furnace for \$9.50/month over five years for a total cost of \$570. Participating lower income households directly benefit with reduced utility bills. The Affordable Energy Program promotes participation through various media channels, partners with community organizations, provides information sessions, connects with community networks and the program is marketed directly through call campaigns to customers including those in arrears or receiving Neighbours Helping Neighbours assistance.

The First Nations Power Smart Program has a dedicated energy advisor who works directly with First Nation Communities to complete free basic energy savings measures and free

insulation upgrades to all qualifying homes. Funding is provided for training, labour and material allowing local members to complete the installation. A new initiative under the Program, will provide free basic energy savings measures to all remaining First Nation homes with funding for labour provided to the First Nation communities for implementing this program. First Nation households directly benefit with reduced utility bills.

Working in partnership with AKI Energy and participating First Nation communities, geothermal heating and cooling systems are currently being installed in four First Nation communities through Manitoba Hydro's Power Smart Geothermal Community program. AKI Energy is currently in discussions with other First Nation communities to expand this program to include broader participation.

In partnership with AKI Energy and Pequis First Nation, Manitoba Hydro is piloting a solar hot water initiative with 20 systems being installed and monitored for system performance and cost effectiveness. Manitoba Hydro is also working AKI Energy through the Power Smart Bioenergy Optimization Program to evaluate opportunities for the use of biomass for space and hot water heating within three First Nation Communities, focusing on the utilization of locally-available biomass resources to displace electric load for space and hot water heating needs that would otherwise be served from the Manitoba Hydro system.

Another key strategy employed to assist all customers in lowering their energy costs is the Heating Fuel Choice Initiative. The objective of the initiative is to increase awareness and understanding of the total lifetime cost of natural gas, electricity and geothermal heating systems and to provide customers with the information to effectively choose the most economic system which best meets their needs and circumstance. To aid in offsetting the capital cost of a new heating system, Manitoba Hydro also offers innovative on-bill financing through its various financing programs, including the Power Smart Residential Loan, the Power Smart PAYS Financing program and the Residential Earth Power Loan. Customers can choose which financing program best fits their needs.

For the overall commercial market, Power Smart is also the key strategy employed to assist business and institutional customers in lowering their energy costs. Since the program's inception, Power Smart has been successful at reducing overall commercial customer bills by \$37 million (see Appendix 8.2 p 49); savings which continue to be realized each year into the future. Although, Power Smart programs are available to all commercial customers regardless of heat source, in the 2014/2015 plan, several commercial programs were

enhanced in order to specifically assist commercial customers using electricity consuming technologies.

Manitoba Hydro continues to provide its industrial and commercial customers with opportunities to conserve energy and improve efficiency, improving the overall productivity and competitiveness of Manitoba industry through participation in its Power Smart Performance Optimization and Natural Gas Optimization Programs. Additionally, opportunities to use low-cost or no-cost waste and byproducts streams to generate heat and electricity through combined heat and power systems are also supported through Manitoba Hydro's Power Smart Bioenergy Optimization and Load Displacement Programs, which support customer-sited generation as an opportunity to displace energy purchases that would otherwise be made from Manitoba Hydro's system.

<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):**

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.

**QUESTION:**

State, describe, and document all strategies (a) considered, (b) adopted, and (c) proposed to set residential rates that vary with ability to pay.

**RATIONALE FOR QUESTION:**

To explore strategies for bill assistance.

**RESPONSE:**

Manitoba Hydro's rate making objectives are described on pages 2 and 3 of Tab 6 of this Application. Implicit in those objectives is the concept that rates are designed to recover the cost of providing service to each customer class.

The cost of providing service to a class of customers is driven by three characteristics. Those characteristics are the number of customers being served, the amount of energy consumed and the contribution to peak demand exhibited by that class of customers.

Manitoba Hydro also establishes rates on a "uniform rate" basis. While it is recognized that factors such as geographic location, distance to serve and customer density may have an impact on the cost of serving customers, the costs of serving a group of customers is pooled to produce an average cost of service for those customers. This concept is generally applied

in other jurisdictions and is mandated for electricity rates in Manitoba by provincial uniform rates legislation.

Uniform rates are beneficial because similar customers will be charged the same rate for electricity regardless of where they are located on the electricity grid in Manitoba. For example, residential customers in rural areas or remote locations will pay rates based on the average cost to serve all residential customers in Manitoba, and benefit because the average cost to serve all residential customers is lower than the cost to serve individual customers in remote rural locations.

As discussed, Manitoba Hydro's rates are cost-based and reasonably reflect the average cost of serving customers in the Residential, General Service and Area & Roadway Lighting classes. Manitoba Hydro notes that a customer's "ability to pay" is not a consideration in the structuring of the rates for each customer class. It is not an energy usage characteristic and given that the cost of serving customers is determined by customer count and usage characteristics, it is not a variable that is considered in the calculation of rates.

Manitoba Hydro addresses the issue of energy affordability by promoting energy efficiency and lower energy bills through its diverse portfolio of Power Smart programs for both residential and commercial customers. This includes the Power Smart Affordable Energy Program which is specifically targeted to assist lower income households, including those which may be in arrears or may be receiving assistance through the Salvation Army's Neighbors Helping Neighbors program.

<b>Section:</b>	Tab 6; Tab 11	<b>Page No.:</b>	PUB/MH1-15, NFAT Final Report at pgs. 29, 32; Appendix 11.32
<b>Topic:</b>	Rates		
<b>Subtopic:</b>	Bill impacts		
<b>Issue:</b>	Equity		

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

The Board noted in its NFAT Final Report at pgs. 29 and 32 that Provincial benefits from capital tax and water rental payments dwarf benefits to ratepayers, so there should be consideration of using some of these Provincial revenues for affordability programs, including DSM, for low-income, northern residents, and First Nations.

**QUESTION:**

Restate the response to PUB/MH1-15, adding a column for extra Provincial revenue.

**RATIONALE FOR QUESTION:**

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

**RESPONSE:**

In the response to PUB/MH-I-15a, the first column is extraprovincial revenues.

<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):**

It can be argued that providing all residential customers who are in arrears relief from late charges, and a portion of their arrears, would benefit MH, and other ratepayers, by increasing the ability of such customers to pay their Hydro bills in a timely manner.

**QUESTION:**

Provide and document MH's response, and rationale therefor, to the argument described in the Preamble.

**RATIONALE FOR QUESTION:**

To explore the question of providing assistance to struggling customers who are in arrears.

**RESPONSE:**

Manitoba Hydro agrees with the premise that all ratepayers benefit when customers pay their bills in a timely manner. However, Manitoba Hydro has significant reservations about the premise in the preamble in terms of providing all residential customers who are in arrears relief from late payment charges and a portion of their arrears. 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.

<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; Arrears		

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

Customer arrears may vary by customer segment.

**QUESTION:**

Please provide by month for January 2012 to present, the data requested below for each of the following customer segments:

- i. all residential,
  - ii. low-income,
  - iii. First Nations,
  - iv. northern Manitoba,
  - v. rural (areas without access to natural gas),
  - vi. electric-only,
  - vii. renters, and
  - viii. small and medium business.
- a) 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 provide information about arrears experience by customer segment.

**RESPONSE:**

Consistent with information provided at previous GRAs, some of the information requested in this IR is not available, specifically, Manitoba Hydro is unable to provide a response to ii) and vii). The data for the remainder of these segments is provided in Attachment 1. For the purpose of this response, Manitoba Hydro has defined First Nations customers as those having Treaty Number listed on the customer's account. In response to viii) Small and Medium business, Manitoba Hydro is providing information on accounts it classifies as commercial.

In its letter of March 10, 2015, MMF accepted Manitoba Hydro's alternative proposed response.

Attached to this response, please find a revised attachment that include changes to the title and description of part viii) to more accurately reflect the source of the data.

**MMF/MH-I-45a**

- i) The table below provides the arrears for all active residential accounts (excluding Equal Payment Plan arrears) for the requested months. A customer in arrears counts once in the highest bucket.

Month	All Residential								
	30 - 59 Days			60 - 90 Days			90+ Days		
	Number of Accounts	Arrears (\$1000s)	% of Accounts in Arrears	Number of Accounts	Arrears (\$1000s)	% of Accounts in Arrears	Number of Accounts	Arrears (\$1000s)	% of Accounts in Arrears
JAN-2012	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
FEB-2012	33,762	\$7,872	55.3%	14,272	\$3,051	23.4%	13,023	\$8,450	21.3%
MAR-2012	31,244	\$7,470	53.2%	15,115	\$3,622	25.7%	12,365	\$8,781	21.1%
APR-2012	31,324	\$7,038	52.4%	15,441	\$3,755	25.8%	12,991	\$9,189	21.7%
MAY-2012	30,307	\$6,052	52.9%	15,028	\$3,292	26.2%	11,972	\$8,883	20.9%
JUN-2012	28,547	\$4,596	51.1%	15,134	\$2,927	27.1%	12,237	\$8,874	21.9%
JUL-2012	28,117	\$3,918	51.7%	13,805	\$2,243	25.4%	12,483	\$8,935	22.9%
AUG-2012	27,740	\$3,827	53.4%	12,493	\$1,785	24.1%	11,666	\$8,550	22.5%
SEP-2012	28,249	\$3,826	52.6%	13,405	\$1,817	24.9%	12,099	\$8,261	22.5%
OCT-2012	26,663	\$3,471	52.7%	12,448	\$1,631	24.6%	11,447	\$7,927	22.6%
NOV-2012	28,140	\$4,122	55.3%	11,493	\$1,588	22.6%	11,276	\$7,829	22.1%
DEC-2012	31,850	\$6,006	53.8%	13,856	\$2,334	23.4%	13,520	\$8,195	22.8%
JAN-2013	30,178	\$6,951	53.2%	13,670	\$2,755	24.1%	12,906	\$8,332	22.7%
FEB-2013	34,020	\$9,693	54.2%	14,712	\$3,688	23.4%	14,061	\$9,040	22.4%
MAR-2013	33,090	\$10,072	51.5%	16,522	\$4,939	25.7%	14,659	\$9,818	22.8%
APR-2013	29,768	\$8,186	49.4%	16,194	\$4,885	26.9%	14,308	\$10,216	23.7%
MAY-2013	32,691	\$8,204	53.6%	14,762	\$3,969	24.2%	13,535	\$10,314	22.2%
JUN-2013	31,665	\$6,060	50.4%	17,872	\$4,255	28.5%	13,235	\$10,276	21.1%
JUL-2013	29,018	\$4,273	51.2%	14,678	\$2,758	25.9%	13,019	\$10,128	23.0%
AUG-2013	30,244	\$4,138	53.8%	13,482	\$2,030	24.0%	12,538	\$9,639	22.3%
SEP-2013	30,212	\$3,903	53.6%	14,021	\$1,887	24.9%	12,119	\$8,895	21.5%
OCT-2013	29,209	\$3,663	56.1%	12,586	\$1,515	24.2%	10,286	\$8,044	19.8%
NOV-2013	30,120	\$4,155	56.5%	12,996	\$1,590	24.4%	10,225	\$7,791	19.2%
DEC-2013	32,107	\$5,825	55.0%	14,282	\$2,125	24.5%	11,994	\$7,984	20.5%
JAN-2014	32,163	\$7,399	55.5%	13,608	\$2,679	23.5%	12,215	\$8,165	21.1%
FEB-2014	35,469	\$10,547	54.9%	15,841	\$3,892	24.5%	13,312	\$8,796	20.6%
MAR-2014	33,015	\$10,614	51.1%	17,316	\$5,245	26.8%	14,310	\$9,584	22.1%
APR-2014	32,613	\$9,407	50.9%	16,556	\$5,099	25.9%	14,843	\$10,423	23.2%
MAY-2014	34,477	\$9,022	53.0%	16,844	\$4,487	25.9%	13,685	\$10,253	21.1%
JUN-2014	31,754	\$6,558	50.6%	17,944	\$4,233	28.6%	13,101	\$9,873	20.9%
JUL-2014	29,392	\$4,724	51.1%	15,268	\$2,953	26.6%	12,816	\$9,702	22.3%
AUG-2014	30,798	\$4,390	52.8%	14,701	\$2,242	25.2%	12,832	\$9,300	22.0%
SEP-2014	31,155	\$4,462	54.6%	13,528	\$1,886	23.7%	12,405	\$8,638	21.7%
OCT-2014	26,900	\$3,376	53.1%	13,149	\$1,717	26.0%	10,564	\$7,798	20.9%
NOV-2014	30,863	\$4,458	56.5%	12,389	\$1,581	22.7%	11,406	\$7,792	20.9%
DEC-2014	31,166	\$5,741	54.0%	14,066	\$2,229	24.4%	12,524	\$7,928	21.7%

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iii) The table below provides the arrears for all active residential First Nations accounts (excluding Equal Payment Plan arrears) for the requested months. A customer in arrears counts once in the highest bucket.

Month	Residential - First Nations								
	30 - 59 Days			60 - 90 Days			90+ Days		
	Number of Accounts	Arrears (\$1000s)	% of Accounts in Arrears	Number of Accounts	Arrears (\$1000s)	% of Accounts in Arrears	Number of Accounts	Arrears (\$1000s)	% of Accounts in Arrears
JAN-2012	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
FEB-2012	3,557	\$1,990	40.1%	1,768	\$1,090	19.9%	3,549	\$5,654	40.0%
MAR-2012	3,018	\$2,012	33.9%	2,085	\$1,389	23.4%	3,803	\$5,948	42.7%
APR-2012	3,085	\$1,940	34.1%	1,861	\$1,403	20.6%	4,100	\$6,307	45.3%
MAY-2012	2,584	\$1,516	31.3%	1,821	\$1,283	22.1%	3,842	\$6,173	46.6%
JUN-2012	2,780	\$1,245	33.6%	1,692	\$1,039	20.4%	3,810	\$6,208	46.0%
JUL-2012	2,752	\$1,026	32.5%	1,752	\$893	20.7%	3,974	\$6,287	46.9%
AUG-2012	2,196	\$768	28.0%	1,601	\$713	20.4%	4,055	\$6,140	51.6%
SEP-2012	2,221	\$706	29.5%	1,228	\$558	16.3%	4,075	\$5,996	54.2%
OCT-2012	2,320	\$721	31.7%	1,232	\$499	16.8%	3,768	\$5,787	51.5%
NOV-2012	2,702	\$1,003	35.6%	1,239	\$515	16.3%	3,643	\$5,738	48.0%
DEC-2012	3,300	\$1,616	36.8%	1,644	\$796	18.3%	4,022	\$5,851	44.9%
JAN-2013	3,610	\$1,987	40.0%	1,826	\$982	20.2%	3,588	\$5,736	39.8%
FEB-2013	3,965	\$2,635	40.5%	1,962	\$1,279	20.0%	3,859	\$6,033	39.4%
MAR-2013	3,304	\$2,812	32.2%	2,632	\$1,813	25.7%	4,316	\$6,507	42.1%
APR-2013	2,907	\$2,309	29.6%	2,561	\$1,823	26.0%	4,366	\$6,804	44.4%
MAY-2013	2,945	\$2,115	30.3%	2,133	\$1,541	22.0%	4,633	\$7,058	47.7%
JUN-2013	2,995	\$1,648	30.6%	2,015	\$1,535	20.6%	4,781	\$7,308	48.8%
JUL-2013	2,549	\$1,083	28.4%	1,819	\$1,144	20.2%	4,623	\$7,287	51.4%
AUG-2013	2,366	\$880	27.3%	1,481	\$812	17.1%	4,825	\$7,125	55.6%
SEP-2013	2,373	\$826	29.2%	1,469	\$604	18.1%	4,294	\$6,620	52.8%
OCT-2013	2,336	\$698	32.1%	1,385	\$526	19.0%	3,551	\$6,040	48.8%
NOV-2013	2,804	\$943	37.5%	1,258	\$467	16.8%	3,410	\$5,912	45.6%
DEC-2013	3,506	\$1,553	40.7%	1,590	\$683	18.5%	3,516	\$5,914	40.8%
JAN-2014	3,496	\$1,980	40.3%	1,723	\$986	19.9%	3,455	\$5,880	39.8%
FEB-2014	3,675	\$2,770	39.0%	2,101	\$1,360	22.3%	3,659	\$6,149	38.8%
MAR-2014	3,244	\$2,691	34.0%	2,391	\$1,843	25.0%	3,914	\$6,433	41.0%
APR-2014	3,098	\$2,270	34.3%	2,001	\$1,689	22.2%	3,928	\$6,946	43.5%
MAY-2014	3,252	\$2,064	35.8%	1,948	\$1,505	21.5%	3,877	\$6,954	42.7%
JUN-2014	2,928	\$1,461	35.2%	1,972	\$1,256	23.7%	3,426	\$6,679	41.1%
JUL-2014	2,473	\$1,086	31.6%	1,986	\$957	25.4%	3,375	\$6,563	43.1%
AUG-2014	2,236	\$797	31.6%	1,603	\$685	22.7%	3,235	\$6,316	45.7%
SEP-2014	2,426	\$688	36.8%	1,325	\$473	20.1%	2,836	\$5,972	43.1%
OCT-2014	2,503	\$629	41.3%	1,158	\$394	19.1%	2,406	\$5,531	39.7%
NOV-2014	3,010	\$884	43.8%	1,371	\$424	20.0%	2,490	\$5,513	36.2%
DEC-2014	3,560	\$1,426	44.1%	1,747	\$599	21.6%	2,763	\$5,533	34.2%

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- iv) The table below provides the arrears for all active residential accounts in Northern Manitoba (excluding Equal Payment Plan arrears) for the requested months. A customer in arrears counts once in the highest bucket.

Month	<b>Residential - Northern Manitoba</b>								
	<b>30 - 59 Days</b>			<b>60 - 90 Days</b>			<b>90+ Days</b>		
	Number of Accounts	Arrears (\$1000s)	% of Accounts in Arrears	Number of Accounts	Arrears (\$1000s)	% of Accounts in Arrears	Number of Accounts	Arrears (\$1000s)	% of Accounts in Arrears
JAN-2012	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
FEB-2012	2,839	\$1,872	37.1%	1,534	\$1,011	20.0%	3,285	\$5,957	42.9%
MAR-2012	2,432	\$1,739	32.8%	1,641	\$1,262	22.1%	3,345	\$6,218	45.1%
APR-2012	2,508	\$1,809	32.0%	1,670	\$1,290	21.3%	3,652	\$6,579	46.6%
MAY-2012	2,193	\$1,421	30.3%	1,581	\$1,205	21.8%	3,468	\$6,470	47.9%
JUN-2012	2,106	\$1,103	29.5%	1,586	\$1,002	22.2%	3,438	\$6,538	48.2%
JUL-2012	2,038	\$860	28.5%	1,454	\$817	20.3%	3,653	\$6,593	51.1%
AUG-2012	1,708	\$662	25.5%	1,392	\$627	20.8%	3,605	\$6,487	53.8%
SEP-2012	1,655	\$592	25.7%	1,065	\$495	16.5%	3,716	\$6,268	57.7%
OCT-2012	1,875	\$686	29.9%	1,039	\$427	16.6%	3,360	\$5,979	53.6%
NOV-2012	2,262	\$902	34.7%	1,019	\$515	15.6%	3,245	\$5,876	49.7%
DEC-2012	2,550	\$1,432	33.4%	1,487	\$759	19.5%	3,607	\$6,056	47.2%
JAN-2013	2,639	\$1,620	35.8%	1,478	\$886	20.1%	3,253	\$5,988	44.1%
FEB-2013	2,757	\$2,187	35.1%	1,593	\$1,172	20.3%	3,514	\$6,312	44.7%
MAR-2013	2,511	\$2,335	30.8%	1,910	\$1,585	23.4%	3,724	\$6,645	45.7%
APR-2013	2,347	\$1,848	29.9%	1,834	\$1,569	23.4%	3,662	\$6,838	46.7%
MAY-2013	2,413	\$1,720	31.1%	1,648	\$1,263	21.3%	3,693	\$6,957	47.6%
JUN-2013	2,405	\$1,392	30.3%	1,809	\$1,241	22.8%	3,722	\$7,042	46.9%
JUL-2013	1,957	\$843	27.5%	1,614	\$936	22.7%	3,542	\$6,886	49.8%
AUG-2013	1,839	\$639	27.3%	1,274	\$620	18.9%	3,623	\$6,824	53.8%
SEP-2013	2,009	\$642	30.7%	1,155	\$453	17.7%	3,371	\$6,475	51.6%
OCT-2013	1,979	\$543	33.8%	1,097	\$420	18.8%	2,773	\$5,982	47.4%
NOV-2013	2,333	\$809	38.2%	1,088	\$382	17.8%	2,691	\$5,851	44.0%
DEC-2013	2,925	\$1,319	40.6%	1,448	\$615	20.1%	2,831	\$5,821	39.3%
JAN-2014	2,799	\$1,702	39.2%	1,499	\$841	21.0%	2,839	\$5,848	39.8%
FEB-2014	3,115	\$2,424	39.1%	1,866	\$1,160	23.4%	2,979	\$6,042	37.4%
MAR-2014	2,923	\$2,185	37.2%	1,861	\$1,512	23.7%	3,064	\$6,320	39.0%
APR-2014	2,555	\$1,985	33.1%	1,881	\$1,471	24.4%	3,283	\$6,811	42.5%
MAY-2014	2,597	\$1,814	33.9%	1,803	\$1,288	23.5%	3,262	\$6,768	42.6%
JUN-2014	2,492	\$1,250	34.9%	1,815	\$1,081	25.4%	2,835	\$6,492	39.7%
JUL-2014	2,123	\$825	33.3%	1,573	\$764	24.7%	2,680	\$6,332	42.0%
AUG-2014	2,030	\$627	33.7%	1,394	\$555	23.2%	2,591	\$6,160	43.1%
SEP-2014	2,169	\$537	38.6%	1,184	\$377	21.1%	2,271	\$5,870	40.4%
OCT-2014	2,055	\$491	41.6%	1,011	\$287	20.4%	1,879	\$5,534	38.0%
NOV-2014	2,571	\$737	44.5%	1,200	\$344	20.8%	2,005	\$5,426	34.7%
DEC-2014	2,892	\$1,164	44.1%	1,485	\$488	22.7%	2,176	\$5,417	33.2%

**MMF/MH-I-45a**

- v) The table below provides the arrears for all active residential accounts in Northern Manitoba and South No Gas Available areas (excluding Equal Payment Plan arrears) for the requested months. A customer in arrears counts once in the highest bucket.

Month	Residential - Rural								
	30 - 59 Days			60 - 90 Days			90+ Days		
	Number of Accounts	Arrears (\$1000s)	% of Accounts in Arrears	Number of Accounts	Arrears (\$1000s)	% of Accounts in Arrears	Number of Accounts	Arrears (\$1000s)	% of Accounts in Arrears
JAN-2012	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
FEB-2012	8,530	\$3,898	45.1%	3,955	\$1,826	20.9%	6,438	\$7,373	34.0%
MAR-2012	7,722	\$3,779	42.4%	4,248	\$2,199	23.3%	6,243	\$7,678	34.3%
APR-2012	7,755	\$3,650	41.5%	4,419	\$2,283	23.7%	6,506	\$8,048	34.8%
MAY-2012	8,494	\$3,273	45.0%	4,250	\$2,086	22.5%	6,148	\$7,863	32.5%
JUN-2012	7,175	\$2,237	40.0%	4,664	\$1,873	26.0%	6,092	\$7,894	34.0%
JUL-2012	6,977	\$1,804	40.0%	3,884	\$1,371	22.3%	6,574	\$8,015	37.7%
AUG-2012	6,182	\$1,436	38.5%	3,529	\$1,068	22.0%	6,340	\$7,754	39.5%
SEP-2012	6,154	\$1,317	39.7%	3,030	\$868	19.5%	6,334	\$7,475	40.8%
OCT-2012	5,726	\$1,314	39.4%	2,966	\$770	20.4%	5,859	\$7,135	40.3%
NOV-2012	7,806	\$1,991	47.9%	2,720	\$826	16.7%	5,773	\$7,035	35.4%
DEC-2012	8,072	\$2,902	43.4%	4,065	\$1,356	21.9%	6,464	\$7,265	34.8%
JAN-2013	8,080	\$3,611	43.9%	3,801	\$1,617	20.6%	6,530	\$7,326	35.5%
FEB-2013	8,803	\$4,977	43.9%	4,239	\$2,205	21.2%	6,998	\$7,846	34.9%
MAR-2013	8,175	\$5,213	40.1%	4,940	\$3,009	24.2%	7,295	\$8,459	35.7%
APR-2013	7,296	\$4,261	37.7%	5,119	\$2,972	26.4%	6,944	\$8,776	35.9%
MAY-2013	9,346	\$4,511	44.7%	4,450	\$2,475	21.3%	7,092	\$8,999	34.0%
JUN-2013	7,941	\$3,035	38.7%	5,564	\$2,701	27.1%	6,993	\$9,118	34.1%
JUL-2013	6,851	\$1,938	38.1%	4,137	\$1,720	23.0%	7,002	\$9,059	38.9%
AUG-2013	6,668	\$1,550	39.0%	3,552	\$1,191	20.8%	6,891	\$8,739	40.3%
SEP-2013	6,849	\$1,429	41.8%	3,368	\$877	20.6%	6,149	\$8,076	37.6%
OCT-2013	6,666	\$1,241	44.5%	3,207	\$741	21.4%	5,119	\$7,335	34.1%
NOV-2013	8,321	\$1,934	50.5%	3,132	\$713	19.0%	5,027	\$7,125	30.5%
DEC-2013	8,308	\$2,699	46.4%	4,183	\$1,181	23.4%	5,420	\$7,166	30.3%
JAN-2014	8,316	\$3,643	46.5%	3,779	\$1,508	21.1%	5,785	\$7,289	32.4%
FEB-2014	9,136	\$5,246	45.8%	4,453	\$2,240	22.3%	6,338	\$7,724	31.8%
MAR-2014	8,364	\$5,196	42.1%	4,921	\$3,005	24.8%	6,561	\$8,209	33.1%
APR-2014	8,053	\$4,526	41.8%	4,753	\$2,829	24.7%	6,458	\$8,826	33.5%
MAY-2014	9,898	\$4,677	47.7%	4,619	\$2,516	22.3%	6,223	\$8,769	30.0%
JUN-2014	8,052	\$3,004	42.0%	5,501	\$2,437	28.7%	5,638	\$8,424	29.4%
JUL-2014	6,921	\$2,065	40.6%	4,369	\$1,612	25.6%	5,762	\$8,317	33.8%
AUG-2014	6,789	\$1,547	42.6%	3,657	\$1,132	23.0%	5,476	\$7,978	34.4%
SEP-2014	6,796	\$1,391	45.9%	3,156	\$786	21.3%	4,862	\$7,491	32.8%
OCT-2014	6,225	\$1,201	46.7%	3,050	\$656	22.9%	4,054	\$6,817	30.4%
NOV-2014	8,887	\$1,956	55.1%	2,956	\$682	18.3%	4,282	\$6,734	26.6%
DEC-2014	8,186	\$2,594	47.6%	4,313	\$1,104	25.1%	4,704	\$6,782	27.3%

**MMF/MH-I-45a**

- vi) The table below provides the arrears for all active residential accounts that use electricity for space heating (excluding Equal Payment Plan arrears) for the requested months. A customer in arrears counts once in the highest bucket.

**Residential All-Electric Customers**

Month	30 - 59 Days			60 - 90 Days			90+ Days		
	Number of Accounts	Arrears (\$1000s)	% of Accounts in Arrears	Number of Accounts	Arrears (\$1000s)	% of Accounts in Arrears	Number of Accounts	Arrears (\$1000s)	% of Accounts in Arrears
JAN-2012	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
FEB-2012	13,019	\$4,838	52.4%	5,613	\$1,953	22.6%	6,216	\$5,827	25.0%
MAR-2012	11,980	\$4,637	50.2%	5,921	\$2,367	24.8%	5,985	\$6,131	25.1%
APR-2012	12,044	\$4,336	49.0%	6,398	\$2,478	26.0%	6,156	\$6,417	25.0%
MAY-2012	11,444	\$3,565	48.6%	6,153	\$2,174	26.1%	5,958	\$6,258	25.3%
JUN-2012	10,884	\$2,576	47.5%	6,045	\$1,842	26.4%	5,988	\$6,246	26.1%
JUL-2012	10,454	\$2,050	47.1%	5,519	\$1,370	24.9%	6,229	\$6,292	28.1%
AUG-2012	9,780	\$1,738	47.5%	4,870	\$1,042	23.6%	5,947	\$6,027	28.9%
SEP-2012	9,922	\$1,665	48.1%	4,766	\$910	23.1%	5,936	\$5,931	28.8%
OCT-2012	9,435	\$1,619	48.4%	4,365	\$833	22.4%	5,701	\$5,706	29.2%
NOV-2012	10,522	\$2,191	51.7%	4,217	\$888	20.7%	5,617	\$5,738	27.6%
DEC-2012	12,335	\$3,557	51.1%	5,184	\$1,342	21.5%	6,611	\$5,966	27.4%
JAN-2013	12,310	\$4,460	50.5%	5,572	\$1,810	22.8%	6,513	\$6,088	26.7%
FEB-2013	13,946	\$6,376	50.8%	6,190	\$2,503	22.6%	7,293	\$6,726	26.6%
MAR-2013	13,318	\$6,638	47.6%	7,091	\$3,415	25.4%	7,558	\$7,302	27.0%
APR-2013	12,025	\$5,439	45.1%	7,375	\$3,402	27.7%	7,243	\$7,664	27.2%
MAY-2013	13,265	\$5,344	48.9%	6,639	\$2,812	24.5%	7,228	\$7,882	26.6%
JUN-2013	12,591	\$3,706	45.7%	7,901	\$2,900	28.7%	7,064	\$7,916	25.6%
JUL-2013	11,212	\$2,355	46.0%	6,165	\$1,828	25.3%	6,985	\$7,843	28.7%
AUG-2013	11,234	\$2,006	48.0%	5,402	\$1,253	23.1%	6,765	\$7,520	28.9%
SEP-2013	11,513	\$1,807	50.4%	5,309	\$1,001	23.2%	6,032	\$6,957	26.4%
OCT-2013	11,104	\$1,611	53.1%	4,830	\$790	23.1%	4,975	\$6,330	23.8%
NOV-2013	11,884	\$2,169	54.3%	5,020	\$806	22.9%	4,972	\$6,132	22.7%
DEC-2013	13,015	\$3,458	53.2%	5,724	\$1,217	23.4%	5,741	\$6,208	23.5%
JAN-2014	13,322	\$4,762	53.2%	5,708	\$1,737	22.8%	5,998	\$6,335	24.0%
FEB-2014	14,905	\$7,003	52.1%	6,904	\$2,664	24.1%	6,811	\$6,807	23.8%
MAR-2014	13,714	\$7,016	48.0%	7,530	\$3,657	26.4%	7,320	\$7,452	25.6%
APR-2014	13,341	\$6,176	47.8%	7,411	\$3,471	26.5%	7,176	\$8,052	25.7%
MAY-2014	14,040	\$5,722	49.7%	7,375	\$3,072	26.1%	6,858	\$7,922	24.3%
JUN-2014	12,924	\$3,966	47.5%	7,810	\$2,822	28.7%	6,457	\$7,697	23.7%
JUL-2014	11,421	\$2,583	46.7%	6,594	\$1,917	27.0%	6,423	\$7,597	26.3%
AUG-2014	11,661	\$2,076	49.4%	5,741	\$1,294	24.3%	6,202	\$7,298	26.3%
SEP-2014	11,687	\$1,946	52.2%	5,215	\$942	23.3%	5,501	\$6,744	24.6%
OCT-2014	10,422	\$1,566	52.8%	4,792	\$782	24.3%	4,506	\$6,127	22.8%
NOV-2014	12,422	\$2,250	56.6%	4,690	\$791	21.4%	4,848	\$6,046	22.1%
DEC-2014	12,799	\$3,327	53.5%	5,661	\$1,217	23.7%	5,458	\$6,118	22.8%

**MMF/MH-I-45a**

viii) The table below provides the arrears for all active commercial accounts (excluding Equal Payment Plan arrears) for the requested months. Commercial accounts are presented as a proxy for small and medium business. A customer in arrears counts once in the highest bucket.

**Small and Medium Business**

Month	30 - 59 Days			60 - 90 Days			90+ Days		
	Number of Accounts	Arrears (\$1000s)	% of Accounts in Arrears	Number of Accounts	Arrears (\$1000s)	% of Accounts in Arrears	Number of Accounts	Arrears (\$1000s)	% of Accounts in Arrears
JAN-2012	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
FEB-2012	1,856	\$1,432	66.3%	429	\$400	15.3%	515	\$1,979	18.4%
MAR-2012	1,668	\$1,287	62.6%	559	\$377	21.0%	436	\$1,938	16.4%
APR-2012	1,704	\$1,539	62.9%	569	\$416	21.0%	438	\$1,997	16.2%
MAY-2012	1,558	\$923	62.3%	495	\$341	19.8%	446	\$940	17.8%
JUN-2012	1,551	\$873	62.6%	465	\$288	18.8%	463	\$1,004	18.7%
JUL-2012	1,441	\$734	59.7%	498	\$231	20.6%	473	\$974	19.6%
AUG-2012	1,442	\$902	62.3%	427	\$223	18.4%	446	\$944	19.3%
SEP-2012	1,665	\$937	63.7%	481	\$249	18.4%	466	\$994	17.8%
OCT-2012	1,449	\$701	62.2%	443	\$223	19.0%	439	\$999	18.8%
NOV-2012	1,534	\$879	64.2%	442	\$225	18.5%	412	\$1,006	17.3%
DEC-2012	1,922	\$1,272	67.0%	504	\$293	17.6%	444	\$1,031	15.5%
JAN-2013	1,565	\$1,033	63.9%	450	\$310	18.4%	435	\$1,086	17.8%
FEB-2013	1,849	\$1,546	65.9%	522	\$354	18.6%	434	\$1,097	15.5%
MAR-2013	1,906	\$1,995	65.3%	578	\$433	19.8%	437	\$1,101	15.0%
APR-2013	1,515	\$1,205	60.2%	552	\$492	21.9%	449	\$1,176	17.8%
MAY-2013	1,629	\$1,103	64.7%	448	\$350	17.8%	441	\$1,191	17.5%
JUN-2013	1,768	\$1,082	63.4%	606	\$368	21.7%	415	\$1,144	14.9%
JUL-2013	1,524	\$995	63.0%	446	\$253	18.4%	448	\$1,051	18.5%
AUG-2013	1,642	\$883	64.6%	454	\$268	17.9%	445	\$1,086	17.5%
SEP-2013	1,572	\$982	63.1%	493	\$261	19.8%	425	\$1,106	17.1%
OCT-2013	1,434	\$852	63.0%	439	\$207	19.3%	402	\$865	17.7%
NOV-2013	1,628	\$933	66.7%	437	\$260	17.9%	375	\$846	15.4%
DEC-2013	1,760	\$1,331	65.6%	503	\$278	18.8%	418	\$950	15.6%
JAN-2014	1,635	\$1,136	66.5%	456	\$215	18.5%	369	\$934	15.0%
FEB-2014	1,918	\$1,535	66.5%	560	\$324	19.4%	407	\$971	14.1%
MAR-2014	1,743	\$1,469	62.0%	622	\$385	22.1%	447	\$773	15.9%
APR-2014	1,734	\$1,388	62.5%	579	\$390	20.9%	461	\$768	16.6%
MAY-2014	1,714	\$1,250	63.4%	568	\$388	21.0%	422	\$791	15.6%
JUN-2014	1,681	\$1,084	61.6%	575	\$361	21.1%	473	\$831	17.3%
JUL-2014	1,538	\$933	61.8%	493	\$215	19.8%	459	\$765	18.4%
AUG-2014	1,653	\$1,105	62.0%	509	\$336	19.1%	505	\$791	18.9%
SEP-2014	1,595	\$1,004	64.5%	459	\$251	18.6%	417	\$831	16.9%
OCT-2014	1,341	\$691	61.1%	480	\$180	21.9%	374	\$786	17.0%
NOV-2014	1,643	\$1,157	66.5%	435	\$174	17.6%	391	\$791	15.8%
DEC-2014	1,565	\$970	64.5%	488	\$359	20.1%	373	\$766	15.4%

<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; Arrears		

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

Customer arrears may vary by customer segment.

**QUESTION:**

Please provide by month for January 2012 to present, the data requested below for each of the following customer segments:

- i. all residential,
  - ii. low-income,
  - iii. First Nations,
  - iv. northern Manitoba,
  - v. rural (areas without access to natural gas),
  - vi. electric-only,
  - vii. renters, and
  - viii. small and medium business.
- b) Please provide total receivables, and total arrears if different, for each customer segment, dollars and percentage of revenue;

**RATIONALE FOR QUESTION:**

To provide information about arrears experience by customer segment.

**RESPONSE:**

The requested information is not available on a segmented basis. Please refer to Manitoba Hydro's response to GAC/MH-I-2c for total receivables. Please see table below for total past

due receivables, total General Consumers Revenue, and past due receivables as a percentage of total General Consumers Revenue.

	<b>PAST DUE RECEIVABLES</b> (\$1000s)				<b>TOTAL GENERAL CONSUMERS REVENUE</b> (\$1000s)	<b>TOTAL PAST DUE RECEIVABLES AS A PERCENTAGE OF TOTAL GENERAL CONSUMERS REVENUE</b>
	Total	1-30	31-60	>60		
Jan-12	\$29,528	\$9,025	\$3,841	\$16,663	\$125,704	23.5%
Feb-12	\$31,892	\$10,687	\$3,901	\$17,304	\$122,033	26.1%
Mar-12	\$31,158	\$10,324	\$4,513	\$16,321	\$89,791	34.7%
Apr-12	\$31,731	\$10,299	\$4,808	\$16,624	\$107,160	29.6%
May-12	\$30,064	\$9,095	\$4,542	\$16,427	\$92,854	32.4%
Jun-12	\$26,955	\$6,721	\$4,175	\$16,058	\$85,628	31.5%
Jul-12	\$25,094	\$5,678	\$3,109	\$16,307	\$94,878	26.4%
Aug-12	\$24,088	\$5,995	\$2,361	\$15,731	\$92,394	26.1%
Sep-12	\$23,378	\$5,507	\$2,494	\$15,377	\$89,376	26.2%
Oct-12	\$22,083	\$5,014	\$2,143	\$14,925	\$92,892	23.8%
Nov-12	\$22,162	\$5,729	\$2,174	\$14,260	\$110,422	20.1%
Dec-12	\$26,518	\$8,858	\$2,861	\$14,799	\$123,364	21.5%
Jan-13	\$28,064	\$9,190	\$3,798	\$15,076	\$144,030	19.5%
Feb-13	\$33,252	\$12,957	\$4,705	\$15,590	\$140,314	23.7%
Mar-13	\$37,207	\$14,617	\$6,254	\$16,335	\$167,699	22.2%
Apr-13	\$34,369	\$11,141	\$6,355	\$16,873	\$120,121	28.6%
May-13	\$33,295	\$11,222	\$4,929	\$17,143	\$100,616	33.1%
Jun-13	\$31,818	\$9,544	\$5,355	\$16,920	\$83,627	38.0%
Jul-13	\$27,972	\$6,914	\$4,235	\$16,823	\$92,245	30.3%
Aug-13	\$25,913	\$6,535	\$2,698	\$16,680	\$96,577	26.8%
Sep-13	\$24,256	\$6,197	\$2,535	\$15,524	\$95,809	25.3%
Oct-13	\$22,054	\$5,905	\$2,030	\$14,120	\$108,389	20.3%
Nov-13	\$22,969	\$6,877	\$2,264	\$13,829	\$118,946	19.3%
Dec-13	\$26,513	\$8,789	\$3,447	\$14,277	\$147,710	17.9%
Jan-14	\$28,886	\$10,476	\$3,552	\$14,859	\$155,642	18.6%
Feb-14	\$35,387	\$14,671	\$5,085	\$15,630	\$136,863	25.9%
Mar-14	\$38,050	\$14,832	\$6,894	\$16,323	\$148,753	25.6%
Apr-14	\$36,993	\$13,244	\$6,485	\$17,264	\$109,597	33.8%
May-14	\$34,971	\$12,404	\$5,767	\$16,800	\$108,194	32.3%
Jun-14	\$33,069	\$10,884	\$5,582	\$16,603	\$96,299	34.3%
Jul-14	\$29,025	\$7,763	\$4,813	\$16,449	\$101,269	28.7%
Aug-14	\$27,628	\$7,091	\$3,522	\$17,015	\$101,913	27.1%
Sep-14	\$25,978	\$6,712	\$2,837	\$16,429	\$94,549	27.5%
Oct-14	\$22,733	\$5,339	\$2,322	\$15,072	\$107,397	21.2%
Nov-14	\$23,893	\$6,831	\$2,319	\$14,743	\$133,662	17.9%
Dec-14	\$26,033	\$8,386	\$3,117	\$14,530	\$138,711	18.8%

<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; Arrears		

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

Customer arrears may vary by customer segment.

**QUESTION:**

Please provide by month for January 2012 to present, the data requested below for each of the following customer segments:

- i. all residential,
  - ii. low-income,
  - iii. First Nations,
  - iv. northern Manitoba,
  - v. rural (areas without access to natural gas),
  - vi. electric-only,
  - vii. renters, and
  - viii. small and medium business.
- c) Distribution of the number of accounts in arrears by size of arrears in \$100 bands, i.e., \$0, \$1 - \$100; (2) \$101 - \$200, etc., or such dollar bands as are available (including \$0);

**RATIONALE FOR QUESTION:**

To provide information about arrears experience by customer segment.

**RESPONSE:**

Consistent with information provided at previous GRAs, some of the information requested in this IR is not available, specifically, Manitoba Hydro is unable to provide a response to ii) and vii). The data for the remainder of these segments is provided in the Attachment to this response.

Attached to this response, please find a revised attachment that includes changes the title of part viii) to more accurately reflect the source of the data.

Residential Sector

Month	\$1-100	\$101-200	\$201-300	\$301-400	\$401-500	\$501-600	\$601-700	\$701-800	\$801-900	\$901-1000	\$1001-1100	\$1101-1200	\$1201-1300	\$1301-1400	\$1401-1500	\$1501-1600	\$1601-1700	\$1701-1800	\$1801-1900	\$1901-2000	> \$2000
JAN-2012	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
FEB-2012	26,908	10,863	5,911	3,588	2,323	1,693	1,252	931	726	604	427	317	260	222	185	159	133	107	89	77	1,137
MAR-2012	25,841	10,196	5,553	3,372	2,178	1,536	1,199	902	732	636	483	385	337	262	234	174	137	139	98	109	1,273
APR-2012	27,170	10,458	5,583	3,129	2,163	1,505	1,176	818	674	575	486	375	316	256	234	206	163	119	108	108	1,322
MAY-2012	28,079	10,438	4,680	2,655	1,744	1,217	914	722	583	444	376	338	276	229	195	186	162	138	101	87	1,241
JUN-2012	29,277	10,609	4,183	2,314	1,369	948	725	554	488	366	267	232	190	177	158	156	132	118	98	79	1,119
JUL-2012	30,260	10,037	3,743	1,800	1,179	797	585	471	378	283	216	207	178	153	111	152	129	102	81	80	1,049
AUG-2012	27,819	10,978	3,890	1,691	977	681	510	360	303	230	223	171	145	145	111	103	103	80	68	61	976
SEP-2012	28,715	11,567	4,245	1,942	1,001	641	495	331	251	240	195	165	124	114	102	89	87	89	59	49	902
OCT-2012	28,264	10,191	3,681	1,705	948	581	403	316	266	198	161	147	110	101	92	73	78	61	56	50	872
NOV-2012	26,841	10,370	4,157	2,040	1,095	648	480	326	280	220	176	129	122	114	110	76	65	74	66	46	879
DEC-2012	27,478	12,193	5,901	3,204	1,959	1,250	806	600	369	283	244	206	156	130	116	104	108	69	63	61	934
JAN-2013	24,702	10,234	5,739	3,553	2,382	1,608	1,209	808	625	458	323	252	202	167	140	116	123	97	96	80	995
FEB-2013	25,247	11,012	6,109	4,193	2,934	2,067	1,515	1,284	946	770	575	481	375	302	247	199	178	140	116	115	1,236
MAR-2013	25,411	10,971	6,186	4,063	2,873	2,115	1,605	1,228	1,088	887	702	595	498	408	324	283	241	203	172	152	1,552
APR-2013	24,965	10,086	5,792	3,656	2,506	1,831	1,381	1,082	873	712	621	502	420	339	331	284	223	203	170	142	1,590
MAY-2013	27,156	10,337	5,527	3,322	2,205	1,633	1,221	1,006	782	654	573	471	401	344	260	253	248	174	174	133	1,588
JUN-2013	30,541	11,110	5,084	2,925	1,915	1,357	1,014	801	624	556	443	366	302	283	226	212	175	166	128	115	1,498
JUL-2013	30,110	10,194	3,850	1,974	1,352	968	746	514	450	360	298	244	225	193	184	123	137	136	130	118	1,309
AUG-2013	29,924	11,378	4,002	1,773	1,086	771	576	428	356	274	230	238	166	140	142	126	112	124	96	87	1,171
SEP-2013	30,739	11,482	4,125	1,848	968	587	465	349	283	236	216	164	150	119	131	107	91	80	84	66	1,055
OCT-2013	28,742	11,001	3,763	1,653	824	490	323	260	237	193	173	145	112	102	98	68	67	76	73	61	914
NOV-2013	28,690	11,143	4,085	1,857	961	559	384	271	225	189	158	168	106	94	83	87	59	55	56	71	944
DEC-2013	27,738	12,164	5,904	3,019	1,765	991	642	436	296	229	211	171	127	127	99	92	73	67	60	54	999
JAN-2014	25,080	10,743	5,690	3,637	2,337	1,650	1,133	829	581	441	299	249	210	162	116	124	101	81	88	59	1,081
FEB-2014	25,456	11,581	6,296	4,293	2,998	2,211	1,710	1,286	956	728	605	487	409	312	249	210	181	139	136	95	1,315
MAR-2014	24,806	11,425	6,351	4,282	2,983	2,111	1,744	1,323	1,085	849	674	605	488	423	321	276	253	217	184	143	1,577
APR-2014	25,848	11,027	6,298	3,930	2,774	1,958	1,472	1,193	992	748	603	488	435	389	324	270	247	215	195	162	1,721
MAY-2014	28,211	11,431	6,207	3,681	2,392	1,819	1,314	1,093	861	660	518	460	344	330	292	231	237	191	164	142	1,689
JUN-2014	29,092	12,173	5,646	3,106	2,117	1,414	1,003	746	611	484	404	346	250	257	215	182	163	118	121	128	1,474
JUL-2014	29,464	10,900	4,586	2,381	1,452	920	715	514	425	347	301	230	177	153	178	134	124	120	97	89	1,292
AUG-2014	30,816	12,033	4,674	1,990	1,145	756	545	377	319	263	210	173	140	142	113	111	112	88	82	82	1,138
SEP-2014	29,058	12,924	4,962	2,082	1,109	671	457	313	239	202	173	125	122	114	105	80	76	91	75	56	1,001
OCT-2014	28,090	10,421	3,937	1,704	842	487	354	216	195	141	122	121	77	92	74	74	75	55	65	39	870
NOV-2014	28,540	11,743	4,769	2,164	1,110	630	396	277	189	171	121	121	89	81	95	69	71	61	49	34	883
DEC-2014	26,758	12,077	6,063	3,228	1,827	1,110	694	481	273	234	194	119	127	95	86	70	77	57	61	56	897

Notes:

Arreas of Active Accounts Only in those respective months

Residential Sector Only

Regular Arreas Only (excludes EPP Arreas)

Residential - First Nations

Month	\$1-100	\$101-200	\$201-300	\$301-400	\$401-500	\$501-600	\$601-700	\$701-800	\$801-900	\$901-1000	\$1001-1100	\$1101-1200	\$1201-1300	\$1301-1400	\$1401-1500	\$1501-1600	\$1601-1700	\$1701-1800	\$1801-1900	\$1901-2000	> \$2000
JAN-2012	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
FEB-2012	1,951	1,030	898	730	596	486	395	327	278	233	199	151	118	117	96	95	79	73	55	49	839
MAR-2012	1,620	975	936	819	598	462	395	333	285	282	215	183	182	130	129	103	77	82	58	68	923
APR-2012	1,751	1,022	873	730	607	465	403	328	285	275	236	180	162	133	130	132	92	76	67	71	968
MAY-2012	1,602	1,049	832	665	510	382	368	292	240	208	179	178	141	137	109	107	74	98	61	52	915
JUN-2012	1,840	1,330	880	626	456	357	294	237	226	206	136	124	115	104	96	93	78	75	69	57	840
JUL-2012	2,247	1,347	899	578	435	346	277	218	193	166	135	129	109	102	71	97	83	72	56	52	802
AUG-2012	2,266	1,173	840	534	376	297	248	190	164	134	149	105	92	92	71	70	81	48	53	39	750
SEP-2012	2,188	1,203	761	537	359	260	256	157	144	135	120	122	78	76	71	57	55	65	41	34	709
OCT-2012	2,232	1,232	722	522	338	233	192	159	154	118	97	113	74	69	63	47	56	41	40	35	689
NOV-2012	1,920	1,384	886	607	392	259	232	161	151	122	111	88	91	73	80	52	44	46	45	29	699
DEC-2012	1,781	1,369	1,182	867	650	465	363	295	195	139	143	110	108	83	84	72	82	48	41	36	742
JAN-2013	1,649	1,109	1,125	905	739	541	435	314	281	190	161	101	110	83	89	74	77	66	66	51	771
FEB-2013	1,675	944	1,045	957	829	593	485	426	336	294	238	198	157	128	110	102	86	73	75	65	901
MAR-2013	1,648	894	971	892	758	629	525	443	388	350	295	221	220	172	168	136	120	126	91	86	1,048
APR-2013	1,497	979	1,080	855	666	582	449	390	327	299	283	207	203	168	162	143	116	106	99	76	1,078
MAY-2013	1,755	1,038	972	762	603	549	428	397	296	288	261	201	186	159	138	126	126	97	92	75	1,092
JUN-2013	2,155	1,080	905	723	588	527	403	361	281	269	213	194	167	152	133	121	108	98	75	70	1,096
JUL-2013	2,235	1,169	775	631	521	422	346	255	232	211	161	149	130	117	106	83	93	97	82	81	996
AUG-2013	2,302	1,219	844	590	457	394	298	249	194	161	137	142	109	91	94	92	75	79	71	68	901
SEP-2013	2,329	1,318	811	535	408	267	245	211	155	141	125	99	93	77	93	78	66	56	60	43	840
OCT-2013	2,271	1,235	742	438	302	227	173	129	123	112	110	93	71	74	77	52	48	47	47	42	741
NOV-2013	2,145	1,394	819	509	344	241	172	134	113	113	88	111	77	60	58	66	45	37	35	47	759
DEC-2013	1,944	1,390	1,173	788	573	392	283	206	162	125	127	101	83	81	67	64	53	54	41	35	796
JAN-2014	1,794	1,061	888	807	630	535	413	297	257	209	149	127	123	100	74	67	58	49	62	40	853
FEB-2014	1,584	909	904	845	739	613	509	448	320	254	242	193	174	139	118	103	95	75	70	62	976
MAR-2014	1,517	888	838	789	685	605	528	431	367	306	242	247	188	183	139	113	107	112	82	73	1,064
APR-2014	1,628	891	775	727	566	462	416	386	305	247	216	165	178	159	157	130	119	89	100	95	1,148
MAY-2014	1,822	979	842	750	544	474	411	367	286	206	177	172	131	142	122	105	106	94	85	70	1,127
JUN-2014	1,835	1,098	897	669	533	403	302	234	216	162	137	113	107	92	107	90	77	62	57	72	995
JUL-2014	1,944	1,207	877	623	425	305	238	190	157	125	112	100	78	71	87	62	72	66	53	44	911
AUG-2014	2,020	1,227	807	456	296	199	172	137	127	106	80	71	61	76	59	59	70	41	43	52	815
SEP-2014	2,185	1,224	647	368	228	162	128	110	94	83	74	66	50	56	59	48	41	54	45	40	723
OCT-2014	2,116	1,215	606	315	192	111	103	69	91	50	58	63	40	55	34	48	46	29	44	26	662
NOV-2014	2,101	1,391	873	478	283	173	127	84	73	78	58	49	38	46	49	40	46	36	28	26	668
DEC-2014	1,921	1,422	1,194	786	503	365	235	175	117	89	78	60	63	54	34	37	45	32	38	32	689

Notes:

- Arreas of Active Accounts Only in those respective months
- Residential Sector Only
- Regular Arreas Only (excludes EPP Arreas)
- First Nations described as accounts on Reserve with Treaty #

Residential - Northern Manitoba

Month	\$1-100	\$101-200	\$201-300	\$301-400	\$401-500	\$501-600	\$601-700	\$701-800	\$801-900	\$901-1000	\$1001-1100	\$1101-1200	\$1201-1300	\$1301-1400	\$1401-1500	\$1501-1600	\$1601-1700	\$1701-1800	\$1801-1900	\$1901-2000	> \$2000
JAN-2012	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
FEB-2012	1,381	903	801	653	508	431	370	302	251	217	174	141	103	94	82	68	72	53	49	37	834
MAR-2012	1,313	804	685	622	450	379	328	298	242	252	182	160	154	112	105	78	60	78	50	60	904
APR-2012	1,348	857	814	623	507	393	357	275	241	227	220	162	148	120	118	108	80	63	54	59	955
MAY-2012	1,288	943	721	563	443	334	305	251	213	184	163	154	135	119	94	97	78	74	57	40	910
JUN-2012	1,435	1,091	731	505	394	317	263	222	214	174	117	122	95	93	92	77	80	70	58	42	834
JUL-2012	1,783	1,025	709	483	411	292	233	215	172	131	121	111	94	89	63	90	71	61	47	48	780
AUG-2012	1,853	1,042	628	432	308	273	225	159	150	111	119	87	88	80	65	58	69	49	44	34	746
SEP-2012	1,834	1,033	614	437	306	240	215	140	115	113	98	89	73	64	61	53	45	62	36	30	687
OCT-2012	1,882	1,005	619	447	297	204	150	139	133	93	87	86	58	57	50	44	45	30	38	36	658
NOV-2012	1,628	1,107	718	546	327	234	212	129	138	109	88	66	69	60	70	37	36	46	38	26	671
DEC-2012	1,381	1,114	1,000	716	585	448	295	260	174	127	127	96	90	62	70	61	72	45	35	33	715
JAN-2013	1,422	859	768	613	558	415	372	278	239	185	126	101	93	79	83	59	60	53	61	46	736
FEB-2013	1,367	713	691	655	579	475	380	344	310	253	214	184	137	121	106	90	84	73	60	61	864
MAR-2013	1,146	732	686	635	600	518	421	334	309	278	223	214	195	154	150	111	110	89	79	80	977
APR-2013	1,209	797	763	586	497	448	353	315	259	225	221	170	164	139	134	122	94	99	67	74	994
MAY-2013	1,356	840	776	583	475	406	316	300	242	215	182	173	134	131	105	98	111	76	75	62	982
JUN-2013	1,567	1,017	771	593	456	390	317	265	211	214	167	142	118	119	96	97	83	68	66	54	961
JUL-2013	1,752	1,024	623	479	380	304	244	182	156	157	125	102	96	77	81	58	70	66	58	60	865
AUG-2013	1,841	1,072	598	401	302	263	199	166	143	121	96	120	63	62	66	64	52	66	46	49	793
SEP-2013	2,040	1,024	560	401	288	191	180	149	115	107	99	69	74	58	61	56	49	45	45	34	751
OCT-2013	1,955	958	510	324	234	163	127	94	85	80	78	74	52	49	50	35	37	38	39	33	666
NOV-2013	1,830	1,124	621	382	248	191	145	103	84	73	65	87	54	41	41	45	28	37	26	44	682
DEC-2013	1,640	1,173	980	654	451	295	226	184	134	77	105	78	63	54	51	44	34	40	38	28	707
JAN-2014	1,336	889	743	676	506	437	326	240	217	156	118	113	92	79	51	61	52	40	44	35	758
FEB-2014	1,327	784	763	725	617	505	398	322	263	242	198	173	131	111	94	86	73	60	65	54	861
MAR-2014	1,411	810	672	615	517	432	367	308	288	225	164	185	138	154	105	74	88	80	72	61	971
APR-2014	1,348	756	677	649	489	396	377	296	259	193	202	151	139	135	121	90	94	71	71	69	1,038
MAY-2014	1,425	822	753	661	476	420	347	290	234	169	160	134	103	116	111	93	83	71	57	56	975
JUN-2014	1,617	988	808	534	419	320	244	196	147	144	107	90	83	90	80	64	65	40	44	59	862
JUL-2014	1,783	1,010	645	439	298	213	179	151	101	88	82	72	59	56	60	42	53	51	37	30	782
AUG-2014	1,950	1,023	646	326	218	166	143	111	83	70	61	45	55	47	48	46	44	24	30	34	705
SEP-2014	2,071	1,065	498	268	170	114	107	72	68	58	55	41	35	47	36	36	29	34	32	20	633
OCT-2014	1,854	954	462	228	131	78	77	46	68	45	40	37	24	42	30	30	30	19	30	16	584
NOV-2014	1,844	1,187	716	404	203	139	84	65	51	48	44	37	26	39	34	30	27	24	21	11	584
DEC-2014	1,573	1,167	945	630	450	278	176	117	86	66	50	40	38	48	28	27	31	20	26	20	591

Notes:

Arrears of Active Accounts Only in those respective months

Residential Sector Only

Regular Arrears Only (excludes EPP Arrears)

Residential - Rural

Month	\$1-100	\$101-200	\$201-300	\$301-400	\$401-500	\$501-600	\$601-700	\$701-800	\$801-900	\$901-1000	\$1001-1100	\$1101-1200	\$1201-1300	\$1301-1400	\$1401-1500	\$1501-1600	\$1601-1700	\$1701-1800	\$1801-1900	\$1901-2000	> \$2000
JAN-2012	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
FEB-2012	4,683	2,531	2,297	1,742	1,266	1,004	788	623	512	410	321	243	191	172	143	130	113	85	77	64	1,051
MAR-2012	4,230	2,361	2,184	1,678	1,197	894	732	604	483	454	355	288	269	201	183	140	111	109	84	89	1,160
APR-2012	4,524	2,522	2,243	1,563	1,206	919	745	560	460	424	367	275	245	196	189	179	133	98	86	97	1,215
MAY-2012	5,486	2,993	2,037	1,476	1,036	762	641	520	425	340	285	260	212	191	165	161	137	123	87	72	1,156
JUN-2012	5,602	3,296	1,923	1,303	848	617	505	403	362	300	207	185	153	147	139	130	116	105	86	75	1,046
JUL-2012	6,269	3,123	1,792	1,078	764	534	417	346	294	226	180	177	142	132	92	130	112	92	71	73	983
AUG-2012	6,138	2,926	1,592	919	619	451	366	282	236	180	186	139	127	113	98	92	98	72	62	53	914
SEP-2012	6,152	2,816	1,521	900	570	416	353	235	184	189	157	143	102	93	92	82	70	84	52	44	844
OCT-2012	5,757	2,749	1,372	879	554	364	270	227	206	150	130	128	91	88	78	66	70	49	54	42	817
NOV-2012	5,361	3,597	1,996	1,148	666	433	352	246	217	172	145	104	106	97	96	62	58	64	59	37	825
DEC-2012	4,854	3,406	2,623	1,737	1,231	812	538	450	290	213	200	159	134	106	102	93	99	57	55	51	881
JAN-2013	4,327	2,589	2,394	1,824	1,392	984	795	562	476	349	251	179	165	127	120	96	104	84	85	72	927
FEB-2013	4,281	2,239	2,223	2,004	1,639	1,179	902	795	644	512	410	347	275	236	183	159	144	120	100	93	1,132
MAR-2013	4,163	2,141	2,083	1,830	1,497	1,216	986	755	713	600	495	406	355	293	251	225	193	166	130	128	1,383
APR-2013	3,960	2,206	2,228	1,749	1,274	1,054	830	699	565	485	447	358	316	256	250	220	176	161	134	125	1,411
MAY-2013	5,374	2,599	2,290	1,662	1,250	1,008	786	675	534	470	422	348	320	266	214	199	189	148	140	113	1,430
JUN-2013	5,888	2,933	2,137	1,526	1,156	881	687	557	444	413	329	286	236	225	182	181	147	139	109	95	1,375
JUL-2013	6,138	2,837	1,618	1,096	865	648	524	377	340	286	235	200	171	156	151	104	119	120	112	101	1,214
AUG-2013	6,436	2,851	1,558	936	681	534	403	332	271	214	180	198	129	115	121	106	100	100	87	79	1,087
SEP-2013	6,696	2,889	1,431	852	583	376	312	270	213	177	167	133	125	92	109	93	81	67	74	58	994
OCT-2013	6,454	2,805	1,273	718	441	303	219	175	163	146	133	120	86	83	92	59	58	63	65	56	867
NOV-2013	6,086	3,654	1,846	943	547	359	252	199	156	143	118	145	88	74	73	75	55	48	49	62	897
DEC-2013	5,252	3,330	2,552	1,604	1,005	613	421	312	224	167	168	133	103	101	83	80	62	64	53	47	937
JAN-2014	4,499	2,559	2,064	1,728	1,283	986	719	523	409	320	224	193	154	133	93	101	80	69	80	55	1,007
FEB-2014	4,397	2,209	2,097	1,858	1,500	1,229	976	799	602	475	419	331	298	228	176	154	140	111	108	82	1,202
MAR-2014	4,224	2,118	1,886	1,753	1,428	1,158	982	777	665	533	435	410	327	322	225	187	171	168	140	107	1,376
APR-2014	4,492	2,084	1,928	1,608	1,280	998	810	689	565	455	399	317	300	269	243	204	177	157	155	130	1,477
MAY-2014	5,691	2,561	2,247	1,682	1,167	974	782	662	524	422	342	322	253	248	222	176	173	145	130	111	1,473
JUN-2014	5,661	2,995	2,129	1,456	1,129	788	578	439	374	312	254	220	174	189	163	140	127	83	95	107	1,283
JUL-2014	5,879	2,859	1,783	1,148	794	514	407	332	274	226	193	163	118	117	130	98	97	94	71	68	1,147
AUG-2014	6,245	2,917	1,621	851	544	389	313	222	192	181	128	110	93	108	89	92	86	70	60	69	1,005
SEP-2014	6,184	2,878	1,414	715	429	308	232	186	160	124	111	92	79	85	86	67	64	71	62	48	891
OCT-2014	5,807	2,680	1,253	612	345	206	169	112	129	91	82	88	57	77	57	62	64	39	56	35	789
NOV-2014	6,147	3,568	1,944	967	570	312	220	155	119	111	88	83	64	69	73	54	59	53	40	31	802
DEC-2014	5,129	3,280	2,456	1,545	1,006	625	401	284	179	149	123	86	89	81	63	50	64	46	49	45	818

Notes:

Arreas of Active Accounts Only in those respective months  
Residential Sector Only  
Regular Arreas Only (excludes EPP Arreas)  
Rural (includes South No Gas & Northern)

Residential All Electric Customers

Month	\$1-100	\$101-200	\$201-300	\$301-400	\$401-500	\$501-600	\$601-700	\$701-800	\$801-900	\$901-1000	\$1001-1100	\$1101-1200	\$1201-1300	\$1301-1400	\$1401-1500	\$1501-1600	\$1601-1700	\$1701-1800	\$1801-1900	\$1901-2000	> \$2000
JAN-2012	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
JAN-2012	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
FEB-2012	6,838	3,875	3,306	2,300	1,568	1,239	920	686	526	421	318	237	184	148	137	122	99	77	67	56	839
MAR-2012	6,455	3,565	3,020	2,217	1,464	1,094	880	646	544	465	353	284	247	199	184	134	98	96	71	79	963
APR-2012	7,001	4,064	3,204	1,944	1,442	1,056	850	607	490	422	355	279	225	191	172	151	124	93	79	83	990
MAY-2012	7,704	4,393	2,704	1,714	1,194	833	626	499	432	322	297	230	186	172	153	142	114	95	76	66	921
JUN-2012	8,627	4,683	2,392	1,468	880	637	508	386	357	266	193	166	128	127	122	102	95	88	62	60	832
JUL-2012	9,649	4,305	2,097	1,130	765	525	397	327	265	190	164	153	126	104	77	107	90	72	55	57	775
AUG-2012	9,369	4,106	1,909	968	618	408	327	260	206	150	154	113	102	94	86	70	72	52	47	40	715
SEP-2012	9,723	4,109	1,856	960	586	372	309	211	162	165	135	108	68	78	76	60	63	63	46	33	672
OCT-2012	9,167	4,024	1,688	910	539	362	236	188	185	137	111	103	72	60	65	52	58	40	43	36	652
NOV-2012	8,010	4,624	2,325	1,218	707	407	304	226	169	146	122	86	83	72	78	49	48	54	43	31	675
DEC-2012	7,334	4,949	3,532	2,108	1,338	867	591	424	248	186	174	143	103	91	85	72	77	53	42	43	714
JAN-2013	6,595	3,887	3,345	2,441	1,715	1,221	897	625	472	345	236	186	146	122	109	84	96	65	72	56	764
FEB-2013	6,632	3,709	3,384	2,766	2,086	1,528	1,134	959	731	597	458	376	289	247	189	159	137	115	83	82	963
MAR-2013	6,680	3,573	3,217	2,532	1,987	1,550	1,175	926	822	710	556	435	390	329	266	230	181	171	133	110	1,209
APR-2013	6,521	3,722	3,294	2,401	1,685	1,340	1,020	790	670	548	475	404	326	271	259	223	177	164	140	108	1,250
MAY-2013	7,507	4,140	3,292	2,232	1,571	1,196	900	737	612	499	432	380	319	261	210	191	187	136	134	103	1,253
JUN-2013	9,244	4,710	3,045	1,936	1,341	1,005	718	585	460	407	339	278	227	230	170	152	141	135	103	84	1,184
JUL-2013	10,182	4,197	2,085	1,259	939	699	533	380	338	262	214	183	171	150	141	98	102	101	109	86	1,038
AUG-2013	10,651	4,291	1,940	1,008	699	539	394	305	271	190	164	181	124	102	99	89	90	91	74	72	925
SEP-2013	11,045	4,381	1,822	939	567	375	307	230	197	159	162	125	101	80	99	83	66	58	67	47	831
OCT-2013	10,604	4,069	1,622	780	452	298	191	171	157	136	121	98	80	71	63	48	52	46	63	39	725
NOV-2013	9,688	4,863	2,147	1,026	564	342	256	175	145	126	104	120	65	64	58	58	41	40	45	51	739
DEC-2013	8,321	4,949	3,480	1,993	1,223	692	460	301	207	157	148	127	84	89	69	64	48	48	45	39	781
JAN-2014	7,054	4,060	3,146	2,392	1,716	1,243	857	654	453	345	236	191	149	126	71	101	68	65	64	44	835
FEB-2014	7,073	3,833	3,331	2,737	2,135	1,598	1,330	1,033	744	585	476	411	323	240	196	161	138	103	96	72	1,017
MAR-2014	6,867	3,584	3,155	2,656	2,015	1,503	1,307	1,035	846	667	552	507	394	345	265	214	208	172	143	116	1,217
APR-2014	7,157	3,701	3,302	2,451	1,829	1,377	1,075	887	731	581	474	392	343	313	251	223	191	167	152	119	1,359
MAY-2014	8,115	4,151	3,474	2,349	1,591	1,295	946	822	632	483	390	365	256	248	229	178	186	144	134	100	1,310
JUN-2014	8,981	4,913	3,075	1,962	1,438	1,012	707	539	459	353	288	275	185	195	167	139	134	86	89	95	1,150
JUL-2014	10,082	4,219	2,405	1,488	958	632	506	370	307	249	214	188	122	114	141	98	96	95	74	61	996
AUG-2014	10,917	4,450	2,145	1,087	672	493	371	262	212	189	138	121	112	110	75	75	81	68	56	60	872
SEP-2014	10,647	4,585	2,002	976	562	387	276	199	160	141	109	86	86	79	72	51	56	68	56	40	765
OCT-2014	9,923	4,021	1,651	787	420	248	200	133	137	94	71	76	60	66	54	56	56	38	48	31	659
NOV-2014	9,651	4,833	2,359	1,122	615	355	261	170	109	109	83	77	60	58	62	48	53	43	37	23	670
DEC-2014	8,093	4,918	3,332	1,968	1,176	734	492	330	183	155	127	84	87	68	60	45	61	41	46	42	678

Notes:

- Arrears of Active Accounts Only in those respective months
- Residential Sector Only
- Regular Arrears Only (excludes EPP Arrears)
- All Accounts with a Electric Heat inventory

Small & Medium Business

Month	\$1-100	\$101-200	\$201-300	\$301-400	\$401-500	\$501-600	\$601-700	\$701-800	\$801-900	\$901-1000	\$1001-1100	\$1101-1200	\$1201-1300	\$1301-1400	\$1401-1500	\$1501-1600	\$1601-1700	\$1701-1800	\$1801-1900	\$1901-2000	> \$2000
JAN-2012	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
FEB-2012	774	459	276	215	140	109	95	75	54	55	43	29	34	25	30	21	7	20	15	15	243
MAR-2012	758	471	253	156	146	99	90	69	39	54	24	36	30	32	28	25	21	15	9	15	230
APR-2012	770	470	274	192	134	85	81	63	64	49	38	26	24	18	30	23	17	16	17	7	229
MAY-2012	722	449	304	190	116	93	65	57	43	40	34	28	25	14	15	13	15	13	10	8	186
JUN-2012	822	509	247	149	109	70	58	52	43	31	24	29	13	18	14	10	12	14	8	7	177
JUL-2012	843	462	268	141	98	68	57	52	34	35	29	28	16	11	12	13	15	5	14	6	148
AUG-2012	798	404	232	136	114	70	59	50	34	26	23	22	19	23	14	9	16	12	11	10	164
SEP-2012	940	476	239	162	120	75	58	45	38	36	46	21	18	24	18	14	11	14	12	8	164
OCT-2012	858	434	240	146	91	58	50	44	36	32	26	21	14	13	10	10	10	10	5	7	146
NOV-2012	844	469	229	141	114	76	54	49	29	27	23	18	14	18	9	18	12	9	7	12	162
DEC-2012	884	547	323	178	125	103	69	58	55	37	55	23	19	18	24	23	14	14	12	10	217
JAN-2013	756	411	251	169	110	103	56	66	38	43	34	25	28	18	20	20	10	10	9	10	195
FEB-2013	793	459	256	195	147	109	85	59	53	54	48	46	29	28	25	24	20	19	17	10	253
MAR-2013	837	444	279	194	160	103	102	76	74	56	51	32	30	23	18	26	21	10	16	13	279
APR-2013	724	406	242	167	138	101	70	71	44	42	36	24	20	26	16	16	19	14	13	6	231
MAY-2013	738	416	280	187	125	102	73	61	51	31	29	32	29	22	22	11	15	8	14	9	194
JUN-2013	882	526	322	181	101	93	69	54	38	32	31	28	38	21	18	25	15	13	13	15	194
JUL-2013	860	460	229	144	88	73	61	49	38	36	31	25	17	14	18	7	12	8	9	13	152
AUG-2013	890	475	259	161	107	80	49	45	39	31	33	23	23	18	20	14	13	7	11	8	149
SEP-2013	902	458	241	155	95	79	46	46	31	33	29	29	16	15	14	9	10	12	3	12	167
OCT-2013	838	436	219	127	86	73	46	40	41	36	22	15	14	21	12	12	5	10	8	7	138
NOV-2013	880	502	227	144	98	77	52	46	42	27	21	28	19	14	6	9	8	10	11	4	144
DEC-2013	828	516	273	198	128	91	74	49	40	31	33	19	29	22	20	14	14	13	11	13	185
JAN-2014	747	397	245	174	145	98	79	59	46	40	40	26	20	31	16	10	12	17	13	6	160
FEB-2014	803	457	273	190	159	119	91	97	61	39	48	33	36	31	25	19	21	17	16	15	244
MAR-2014	786	425	300	203	159	116	87	79	59	54	40	38	28	21	20	21	19	14	10	11	244
APR-2014	728	442	276	201	158	114	82	62	65	56	36	40	41	26	29	9	20	21	22	10	244
MAY-2014	697	480	304	218	138	102	84	64	43	62	32	25	29	26	23	15	16	15	26	19	209
JUN-2014	793	470	308	224	134	94	58	58	50	55	40	26	24	22	19	19	13	13	10	11	208
JUL-2014	799	474	247	164	112	79	57	56	37	53	31	28	15	21	14	16	15	8	13	10	146
AUG-2014	873	503	252	180	120	82	71	53	44	39	30	22	21	22	18	16	12	20	11	6	174
SEP-2014	858	442	241	145	99	63	69	40	43	33	44	26	22	19	23	11	13	12	16	8	159
OCT-2014	782	446	207	128	72	67	37	35	31	23	34	31	15	14	19	8	5	9	7	7	136
NOV-2014	844	459	234	167	99	72	69	50	32	30	33	30	24	15	19	19	13	6	15	10	160
DEC-2014	771	439	216	180	128	77	64	46	34	36	29	29	34	17	16	17	4	13	5	10	167

Notes:

Arreas of Active Accounts Only in those respective months  
Regular Arreas Only (excludes EPP Arreas)  
Commercial Sector to define Small & Medium

<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; Arrears		

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

Customer arrears may vary by customer segment.

**QUESTION:**

Please provide by month for January 2012 to present, the data requested below for each of the following customer segments:

- i. all residential,
  - ii. low-income,
  - iii. First Nations,
  - iv. northern Manitoba,
  - v. rural (areas without access to natural gas),
  - vi. electric-only,
  - vii. renters, and
  - viii. small and medium business.
- d) The percent of bills paid by the due date of the bill;

**RATIONALE FOR QUESTION:**

To provide information about arrears experience by customer segment.

**RESPONSE:**

Payment application information is not available on a segmented basis. Similarly, consistent with information provided at previous GRAs, the percent of bills paid by the due date of the

bill is not maintained by Manitoba Hydro in the manner requested. Please see the response to GAC/MH-I-4a-d, which provides payment application information for all electric accounts.

<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; Arrears		

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

Customer arrears may vary by customer segment.

**QUESTION:**

Please provide by month for January 2012 to present, the data requested below for each of the following customer segments:

- i. all residential,
  - ii. low-income,
  - iii. First Nations,
  - iv. northern Manitoba,
  - v. rural (areas without access to natural gas),
  - vi. electric-only,
  - vii. renters, and
  - viii. small and medium business.
- e) The percent of bills paid by the time the next month's bill is rendered;

**RATIONALE FOR QUESTION:**

To provide information about arrears experience by customer segment.

**RESPONSE:**

Payment application information is not available on a segmented basis. Similarly, consistent with information provided at previous GRAs, the percent of bills paid by the due date of the

bill is not maintained by Manitoba Hydro in the manner requested. Please see the response to GAC/MH-I-4a-d, which provides payment application information for all electric accounts.

<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; Arrears		

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

Customer arrears may vary by customer segment.

**QUESTION:**

Please provide by month for January 2012 to present, the data requested below for each of the following customer segments:

- i. all residential,
  - ii. low-income,
  - iii. First Nations,
  - iv. northern Manitoba,
  - v. rural (areas without access to natural gas),
  - vi. electric-only,
  - vii. renters, and
  - viii. small and medium business.
- f) The percent of those bills paid by the time the second subsequent bill is rendered;

**RATIONALE FOR QUESTION:**

To provide information about arrears experience by customer segment.

**RESPONSE:**

Payment application information is not available on a segmented basis.

Please refer to Manitoba Hydro's response to GAC/MH-I-4c.

<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; Arrears		

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

Customer arrears may vary by customer segment.

**QUESTION:**

Please provide by month for January 2012 to present, the data requested below for each of the following customer segments:

- i. all residential,
  - ii. low-income,
  - iii. First Nations,
  - iv. northern Manitoba,
  - v. rural (areas without access to natural gas),
  - vi. electric-only,
  - vii. renters, and
  - viii. small and medium business.
- g) The percent of those bills paid by the time the third subsequent bill is rendered;

**RATIONALE FOR QUESTION:**

To provide information about arrears experience by customer segment.

**RESPONSE:**

Payment application information is not available on a segmented basis. Similarly, consistent with information provided at previous GRAs, the percent of bills paid by the due date of the



bill is not maintained by Manitoba Hydro in the manner requested. Please see the response to GAC/MH-I-4a-d, which provides payment application information for all electric accounts.

<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; Arrears		

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

Customer arrears may vary by customer segment.

**QUESTION:**

Please provide by month for January 2012 to present, the data requested below for each of the following customer segments:

- i. all residential,
  - ii. low-income,
  - iii. First Nations,
  - iv. northern Manitoba,
  - v. rural (areas without access to natural gas),
  - vi. electric-only,
  - vii. renters, and
  - viii. small and medium business.
- h) The dollars of residential late fee revenue;

**RATIONALE FOR QUESTION:**

To provide information about arrears experience by customer segment.

**RESPONSE:**

Late payment charge information is not available for the customer segments indicated above, other than i) all residential. Manitoba Hydro only tracks when late payment charges are

applied, not when that revenue is collected. Please see the table below for residential late payment charges applied.

<b>Residential Late Payment Charges - \$ Billed Net of Adjustments</b>			
	<i>2014</i>	<i>2013</i>	<i>2012</i>
January	\$ 233,511	\$ 258,367	\$ 229,557
February	329,629	323,429	259,149
March	376,048	328,237	250,387
April	365,670	322,685	265,280
May	338,622	339,630	255,861
June	266,727	302,059	230,707
July	241,942	247,179	179,434
August	211,089	222,350	187,722
September	217,719	218,545	187,610
October	171,122	183,916	169,035
November	183,607	125,131	177,319
December	190,244	189,545	215,628
Annual Total	\$ 3,125,932	\$ 3,061,073	\$ 2,607,689

<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; Arrears		

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

Customer arrears may vary by customer segment.

**QUESTION:**

Please provide by month for January 2012 to present, the data requested below for each of the following customer segments:

- i. all residential,
  - ii. low-income,
  - iii. First Nations,
  - iv. northern Manitoba,
  - v. rural (areas without access to natural gas),
  - vi. electric-only,
  - vii. renters, and
  - viii. small and medium business.
- i) The number and percentage of accounts paying a late charge;

**RATIONALE FOR QUESTION:**

To provide information about arrears experience by customer segment.

**RESPONSE:**

Late payment charge information is not available for the customer segments indicated above, other than i) all residential. Manitoba Hydro only tracks when late payment charges are

applied, not when they are paid. Please see the table below for the number of residential customers billed late payment charges.

<b>Residential Late Payment Charges - Number of Accounts Billed</b>			
	<i>2014</i>	<i>2013</i>	<i>2012</i>
January	84,878	81,989	78,066
February	87,852	84,434	82,002
March	89,371	89,275	81,109
April	87,844	83,957	79,001
May	85,105	85,618	79,157
June	89,424	84,486	77,331
July	82,524	81,379	72,666
August	79,657	78,797	72,859
September	85,243	79,579	73,040
October	77,318	76,465	73,740
November	75,742	74,361	72,203
December	80,240	81,782	80,173

Please see the table below for the percentage of residential accounts billed late payment charges.

<b>Residential Late Payment Charges - Percentage of Accounts Billed</b>			
	<i>2014</i>	<i>2013</i>	<i>2012</i>
January	17%	17%	16%
February	18%	18%	17%
March	18%	19%	17%
April	18%	17%	17%
May	17%	18%	17%
June	18%	18%	16%
July	17%	17%	15%
August	16%	16%	15%
September	17%	16%	15%
October	16%	16%	15%
November	15%	15%	15%
December	16%	17%	17%

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<b>Subtopic:</b>	Bill impacts		
<b>Issue:</b>	Equity; Arrears		

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

Customer arrears may vary by customer segment.

**QUESTION:**

Please provide by month for January 2012 to present, the data requested below for each of the following customer segments:

- i. all residential,
  - ii. low-income,
  - iii. First Nations,
  - iv. northern Manitoba,
  - v. rural (areas without access to natural gas),
  - vi. electric-only,
  - vii. renters, and
  - viii. small and medium business.
- j) Average bill;

**RATIONALE FOR QUESTION:**

To provide information about arrears experience by customer segment.

**RESPONSE:**

Average bill information is not available for customer segments (ii) and (vii) indicated above.

<b>(i) Residential - Average Bill</b>			
	<i>2014</i>	<i>2013</i>	<i>2012</i>
January	\$164.14	\$145.40	\$123.96
February	\$153.49	\$143.20	\$119.33
March	\$138.73	\$118.61	\$104.62
April	\$128.21	\$122.19	\$93.86
May	\$93.06	\$83.63	\$72.05
June	\$72.87	\$66.94	\$63.62
July	\$70.93	\$72.13	\$73.63
August	\$78.82	\$67.92	\$70.44
September	\$66.50	\$75.48	\$65.31
October	\$81.37	\$75.60	\$76.66
November	\$99.16	\$99.41	\$96.73
December	\$131.45	\$129.96	\$117.24

<b>(iii) Residential First Nations - Average Bill</b>			
	<i>2014</i>	<i>2013</i>	<i>2012</i>
January	\$357.11	\$315.59	\$274.10
February	\$326.40	\$314.65	\$257.31
March	\$291.43	\$258.70	\$234.43
April	\$263.52	\$238.66	\$193.04
May	\$197.63	\$183.32	\$150.49
June	\$134.04	\$123.12	\$118.81
July	\$106.72	\$93.38	\$93.07
August	\$95.73	\$94.80	\$86.68
September	\$104.67	\$89.67	\$96.30
October	\$141.93	\$129.56	\$132.68
November	\$209.45	\$208.09	\$203.01
December	\$283.49	\$283.74	\$254.86

<b>(iv) Residential Northern Manitoba - Average Bill</b>			
	<i>2014</i>	<i>2013</i>	<i>2012</i>
January	\$324.07	\$286.51	\$250.42
February	\$289.97	\$281.98	\$232.94
March	\$264.83	\$222.34	\$211.63
April	\$233.18	\$213.87	\$178.16
May	\$161.88	\$151.19	\$130.48
June	\$106.25	\$97.48	\$96.76
July	\$82.74	\$74.44	\$77.73
August	\$81.24	\$74.72	\$69.93
September	\$85.60	\$74.87	\$75.21
October	\$122.24	\$113.15	\$113.04
November	\$181.91	\$183.13	\$174.65
December	\$261.86	\$257.44	\$232.85

<b>(v) Residential Rural - Average Bill</b>			
	<i>2014</i>	<i>2013</i>	<i>2012</i>
January	\$266.13	\$232.36	\$194.81
February	\$248.55	\$232.05	\$188.71
March	\$224.20	\$190.10	\$164.79
April	\$236.24	\$220.72	\$164.81
May	\$138.37	\$123.17	\$100.11
June	\$89.72	\$81.47	\$75.19
July	\$72.92	\$67.32	\$68.29
August	\$72.86	\$66.11	\$62.97
September	\$72.70	\$68.40	\$65.48
October	\$123.91	\$116.35	\$116.39
November	\$147.78	\$145.81	\$141.83
December	\$211.26	\$208.34	\$186.84

<b>(vi) Residential Electric Heat- Average Bill</b>			
	<i>2014</i>	<i>2013</i>	<i>2012</i>
January	\$288.45	\$253.81	\$211.37
February	\$269.49	\$251.96	\$206.17
March	\$241.30	\$204.82	\$176.35
April	\$213.53	\$205.24	\$145.75
May	\$141.36	\$126.53	\$103.16
June	\$92.16	\$84.85	\$78.95
July	\$79.36	\$76.61	\$78.56
August	\$83.21	\$74.28	\$73.13
September	\$77.11	\$79.63	\$73.37
October	\$108.25	\$101.58	\$106.31
November	\$153.48	\$155.04	\$152.59
December	\$222.36	\$223.66	\$200.43

<b>(viii) General Service Small and Medium - Average Bill</b>			
	<i>2014</i>	<i>2013</i>	<i>2012</i>
January	\$756.62	\$689.40	\$622.53
February	\$707.55	\$674.19	\$591.97
March	\$687.56	\$595.52	\$565.09
April	\$620.54	\$597.85	\$508.95
May	\$566.54	\$539.85	\$485.38
June	\$525.43	\$504.96	\$471.88
July	\$533.60	\$535.95	\$516.14
August	\$552.11	\$518.81	\$509.91
September	\$513.44	\$539.59	\$492.14
October	\$535.00	\$510.36	\$487.62
November	\$595.53	\$582.68	\$556.29
December	\$669.33	\$643.12	\$587.24

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<b>Subtopic:</b>	Bill impacts		
<b>Issue:</b>	Equity; Arrears		

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

Customer arrears may vary by customer segment.

**QUESTION:**

Please provide by month for January 2012 to present, the data requested below for each of the following customer segments:

- i. all residential,
  - ii. low-income,
  - iii. First Nations,
  - iv. northern Manitoba,
  - v. rural (areas without access to natural gas),
  - vi. electric-only,
  - vii. renters, and
  - viii. small and medium business.
- k) Average arrears of accounts in arrears;

**RATIONALE FOR QUESTION:**

To provide information about arrears experience by customer segment.

**RESPONSE:**

Consistent with information provided at previous GRAs, some of the information requested in this IR is not available, specifically; the information requested is not available for segments ii and vii. The remaining segments are presented below.

i.

<b>Average Arrears of Accounts in Arrears Active Residential</b>			
<b>Month</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
January	n/a	\$317.83	\$314.61
February	\$317.29	\$357.07	\$359.55
March	\$338.41	\$386.31	\$393.60
April	\$334.39	\$386.39	\$389.45
May	\$318.08	\$368.71	\$365.54
June	\$293.24	\$328.04	\$329.05
July	\$277.48	\$302.55	\$302.37
August	\$272.88	\$280.94	\$273.12
September	\$258.67	\$260.58	\$262.51
October	\$257.70	\$253.87	\$254.69
November	\$265.95	\$253.75	\$253.04
December	\$279.18	\$272.94	\$275.25

iii.

<b>Average Arrears of Accounts in Arrears First Nations Residential</b>			
<b>Month</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
January	n/a	\$964.59	\$1,019.93
February	\$984.26	\$1,016.46	\$1,089.51
March	\$1,049.78	\$1,085.79	\$1,148.52
April	\$1,066.68	\$1,112.08	\$1,208.13
May	\$1,087.94	\$1,103.25	\$1,159.34
June	\$1,025.32	\$1,071.58	\$1,128.55
July	\$967.91	\$1,058.13	\$1,098.52
August	\$970.57	\$1,016.77	\$1,102.28
September	\$964.96	\$989.36	\$1,082.80
October	\$957.30	\$998.90	\$1,080.28
November	\$956.64	\$979.84	\$992.79
December	\$921.62	\$946.46	\$936.62

iv.

<b>Average Arrears of Accounts in Arrears Northern Manitoba Residential</b>			
<b>Month</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
January	n/a	\$1,152.48	\$1,175.65
February	\$1,154.23	\$1,229.81	\$1,209.31
March	\$1,242.90	\$1,297.19	\$1,276.29
April	\$1,236.02	\$1,307.46	\$1,330.10
May	\$1,255.96	\$1,281.93	\$1,288.02
June	\$1,212.16	\$1,219.09	\$1,235.35
July	\$1,157.56	\$1,218.21	\$1,242.43
August	\$1,159.73	\$1,199.83	\$1,220.65
September	\$1,142.75	\$1,158.35	\$1,206.13
October	\$1,130.35	\$1,187.41	\$1,276.41
November	\$1,117.45	\$1,152.17	\$1,126.60
December	\$1,078.94	\$1,076.50	\$1,078.59

v.

<b>Average Arrears of Accounts in Arrears Rural Residential</b>			
<b>Month</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
January	n/a	\$681.83	\$695.75
February	\$692.10	\$749.88	\$763.27
March	\$749.81	\$817.26	\$826.87
April	\$748.44	\$826.96	\$839.96
May	\$699.88	\$765.28	\$769.63
June	\$669.41	\$724.62	\$722.47
July	\$641.85	\$706.92	\$703.44
August	\$639.09	\$670.90	\$669.27
September	\$622.51	\$634.41	\$652.67
October	\$633.54	\$621.47	\$650.75
November	\$604.46	\$592.92	\$581.18
December	\$619.48	\$616.71	\$609.18

vi.

<b>Average Arrears of Accounts in Arrears All Electric Residential</b>			
<b>Month</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
January	n/a	\$506.59	\$512.79
February	\$507.82	\$568.94	\$575.63
March	\$549.88	\$620.56	\$634.53
April	\$537.89	\$619.48	\$633.73
May	\$509.34	\$591.08	\$591.26
June	\$465.30	\$526.99	\$532.73
July	\$437.46	\$493.61	\$495.04
August	\$427.62	\$460.60	\$451.95
September	\$412.41	\$427.27	\$429.92
October	\$418.32	\$417.55	\$429.76
November	\$433.18	\$416.29	\$413.76
December	\$450.26	\$444.57	\$445.73

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

<b>Average Arrears of Accounts in Arrears Small and Medium Business</b>			
<b>Month</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
January	n/a	\$991.59	\$929.01
February	\$1,361.14	\$1,068.41	\$981.10
March	\$1,352.99	\$1,208.19	\$934.30
April	\$1,458.28	\$1,141.87	\$917.82
May	\$881.70	\$1,049.85	\$898.23
June	\$873.20	\$930.23	\$834.05
July	\$804.12	\$950.83	\$767.81
August	\$893.62	\$879.92	\$837.12
September	\$834.83	\$943.67	\$844.15
October	\$824.89	\$845.96	\$755.07
November	\$883.59	\$835.44	\$859.67
December	\$904.40	\$954.52	\$864.01

<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; Arrears		

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

Customer arrears may vary by customer segment.

**QUESTION:**

Please provide by month for January 2012 to present, the data requested below for each of the following customer segments:

- i. all residential,
  - ii. low-income,
  - iii. First Nations,
  - iv. northern Manitoba,
  - v. rural (areas without access to natural gas),
  - vi. electric-only,
  - vii. renters, and
  - viii. small and medium business.
- l) Average bill of accounts in arrears;

**RATIONALE FOR QUESTION:**

To provide information about arrears experience by customer segment.

**RESPONSE:**

Consistent with information provided at previous GRAs, some of the information requested in this IR is not available, specifically; the information requested is not available for segments ii and vii. The remaining segments are presented below.

i.

<b>Average Bill (Including Arrears) of Accounts in Arrears - Active Residential</b>			
<b>Month</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
January	n/a	\$500.85	\$512.77
February	\$465.80	\$540.14	\$551.46
March	\$470.09	\$538.94	\$566.81
April	\$445.07	\$533.14	\$540.69
May	\$404.89	\$473.91	\$479.08
June	\$366.38	\$409.56	\$414.72
July	\$356.60	\$381.25	\$382.81
August	\$347.22	\$356.14	\$356.44
September	\$330.49	\$339.80	\$335.49
October	\$341.86	\$337.88	\$341.34
November	\$378.73	\$368.42	\$363.97
December	\$420.54	\$428.53	\$427.06

iii.

<b>Average Bill (Including Arrears) of Accounts in Arrears - First Nations Residential</b>			
<b>Month</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
January	n/a	\$1,292.37	\$1,381.03
February	\$1,252.30	\$1,337.85	\$1,424.18
March	\$1,293.59	\$1,352.53	\$1,445.09
April	\$1,268.60	\$1,358.24	\$1,481.01
May	\$1,247.18	\$1,295.43	\$1,361.30
June	\$1,148.55	\$1,201.54	\$1,271.30
July	\$1,067.03	\$1,159.20	\$1,214.69
August	\$1,063.74	\$1,120.32	\$1,207.85
September	\$1,067.31	\$1,087.87	\$1,195.64
October	\$1,095.94	\$1,135.30	\$1,229.88
November	\$1,165.29	\$1,196.86	\$1,209.67
December	\$1,183.46	\$1,238.86	\$1,232.87

iv.

<b>Average Bill (Including Arrears) of Accounts in Arrears - Northern Manitoba Residential</b>			
<b>Month</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
January	n/a	\$1,468.54	\$1,532.69
February	\$1,413.32	\$1,544.22	\$1,533.83
March	\$1,482.26	\$1,546.81	\$1,563.75
April	\$1,437.97	\$1,544.92	\$1,593.81
May	\$1,408.84	\$1,462.98	\$1,473.40
June	\$1,327.78	\$1,337.18	\$1,363.12
July	\$1,246.83	\$1,305.70	\$1,344.39
August	\$1,243.18	\$1,290.70	\$1,313.83
September	\$1,234.04	\$1,247.06	\$1,310.36
October	\$1,257.71	\$1,316.10	\$1,417.47
November	\$1,312.81	\$1,358.83	\$1,331.26
December	\$1,330.29	\$1,360.27	\$1,366.11

v.

<b>Average Bill (Including Arrears) of Accounts in Arrears - Rural Residential</b>			
<b>Month</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
January	n/a	\$975.59	\$1,021.57
February	\$932.81	\$1,045.56	\$1,072.04
March	\$967.64	\$1,065.36	\$1,105.77
April	\$930.43	\$1,063.37	\$1,090.87
May	\$827.60	\$922.53	\$939.08
June	\$771.05	\$836.74	\$841.54
July	\$732.35	\$796.71	\$803.75
August	\$723.26	\$762.04	\$762.89
September	\$711.04	\$723.63	\$749.80
October	\$759.94	\$745.96	\$783.13
November	\$774.10	\$765.94	\$750.08
December	\$848.19	\$869.47	\$861.04

vi.

<b>Average Bill (Including Arrears) of Accounts in Arrears - All Electric Residential</b>			
<b>Month</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
January	n/a	\$795.24	\$828.68
February	\$742.61	\$855.79	\$873.96
March	\$756.86	\$858.30	\$903.78
April	\$702.54	\$843.64	\$864.59
May	\$632.87	\$742.09	\$756.01
June	\$561.24	\$634.16	\$644.64
July	\$529.35	\$584.34	\$591.81
August	\$511.84	\$549.23	\$546.96
September	\$499.35	\$517.62	\$519.33
October	\$536.33	\$531.28	\$547.18
November	\$605.72	\$589.30	\$581.18
December	\$674.88	\$692.30	\$686.69

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

<b>Average Bill (Including Arrears) of Accounts in Arrears - Small and Medium Business</b>			
<b>Month</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
January	n/a	\$1,541.11	\$1,468.10
February	\$1,867.62	\$1,608.39	\$1,516.54
March	\$1,828.57	\$1,823.47	\$1,440.86
April	\$1,924.29	\$1,601.60	\$1,415.44
May	\$1,208.88	\$1,415.24	\$1,318.83
June	\$1,217.78	\$1,262.05	\$1,176.97
July	\$1,134.63	\$1,349.53	\$1,158.68
August	\$1,268.30	\$1,278.73	\$1,263.87
September	\$1,185.88	\$1,248.42	\$1,198.12
October	\$1,150.38	\$1,215.16	\$1,127.39
November	\$1,262.37	\$1,298.45	\$1,332.24
December	\$1,383.19	\$1,544.36	\$1,347.60

<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; Arrears		

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

Customer arrears may vary by customer segment.

**QUESTION:**

Please provide by month for January 2012 to present, the data requested below for each of the following customer segments:

- i. all residential,
  - ii. low-income,
  - iii. First Nations,
  - iv. northern Manitoba,
  - v. rural (areas without access to natural gas),
  - vi. electric-only,
  - vii. renters, and
  - viii. small and medium business.
- m. Number and percentage of accounts in arrears;

**RATIONALE FOR QUESTION:**

To provide information about arrears experience by customer segment.

**RESPONSE:**

Consistent with information provided at previous GRAs, some of the information requested in this IR is not available, specifically; the information requested is not available for segments ii and vii. The remaining segments are presented below.

i.

<b>Number and Percentage of Accounts in Arrears</b>						
<b>Residential Sector</b>						
	<b>2012</b>		<b>2013</b>		<b>2014</b>	
<b>Month</b>	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Percent</b>
January	n/a	n/a	56,754	11.84%	57,986	11.93%
February	61,057	12.87%	62,793	13.09%	64,622	13.29%
March	58,724	12.37%	64,271	13.38%	64,641	13.28%
April	59,756	12.58%	60,270	12.54%	64,012	13.14%
May	57,307	12.06%	60,988	12.68%	65,006	13.33%
June	55,918	11.76%	62,772	13.04%	62,799	12.87%
July	54,405	11.43%	56,715	11.77%	57,476	11.77%
August	51,899	10.89%	56,264	11.66%	58,331	11.94%
September	53,753	11.27%	56,352	11.66%	57,088	11.67%
October	50,558	10.59%	52,081	10.76%	50,613	10.33%
November	50,909	10.64%	53,341	11.01%	54,658	11.14%
December	59,226	12.37%	58,383	12.03%	57,756	11.76%

iii.

<b>Number and Percentage of Accounts in Arrears</b>						
<b>Residential - First Nations</b>						
	<b>2012</b>		<b>2013</b>		<b>2014</b>	
<b>Month</b>	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Percent</b>
January	n/a	n/a	9,024	56.36%	8,674	53.90%
February	8,874	55.59%	9,786	60.99%	9,435	58.68%
March	8,906	55.78%	10,252	63.88%	9,549	59.32%
April	9,046	56.65%	9,834	61.18%	9,027	56.05%
May	8,247	51.61%	9,711	60.50%	9,077	56.41%
June	8,282	51.91%	9,791	60.92%	8,326	51.80%
July	8,478	53.19%	8,991	55.94%	7,834	48.81%
August	7,852	49.35%	8,672	53.98%	7,074	44.04%
September	7,524	47.28%	8,136	50.71%	6,587	41.05%
October	7,320	45.98%	7,272	45.27%	6,067	37.83%
November	7,584	47.48%	7,472	46.51%	6,871	42.91%
December	8,966	56.04%	8,612	53.57%	8,070	50.35%

iv.

<b>Number and Percentage of Accounts in Arrears</b>						
<b>Residential - Northern Manitoba</b>						
	<b>2012</b>		<b>2013</b>		<b>2014</b>	
<b>Month</b>	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Percent</b>
January	n/a	n/a	7,370	32.44%	7,137	31.24%
February	7,658	33.80%	7,864	34.58%	7,960	34.83%
March	7,418	32.78%	8,145	35.81%	7,848	34.32%
April	7,830	34.60%	7,843	34.46%	7,719	33.74%
May	7,242	32.02%	7,754	34.08%	7,662	33.50%
June	7,130	31.55%	7,936	34.87%	7,142	31.24%
July	7,145	31.61%	7,113	31.26%	6,376	27.91%
August	6,705	29.67%	6,736	29.59%	6,015	26.32%
September	6,436	28.43%	6,535	28.69%	5,624	24.61%
October	6,274	27.70%	5,849	25.65%	4,945	21.62%
November	6,526	28.76%	6,112	26.79%	5,776	25.23%
December	7,644	33.66%	7,204	31.56%	6,553	28.61%

v.

<b>Number and Percentage of Accounts in Arrears</b>						
<b>Residential - Rural</b>						
	<b>2012</b>		<b>2013</b>		<b>2014</b>	
<b>Month</b>	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Percent</b>
January	n/a	n/a	18,411	18.82%	17,880	18.18%
February	18,923	19.44%	20,040	20.47%	19,927	20.26%
March	18,213	18.72%	20,410	20.85%	19,846	20.17%
April	18,680	19.20%	19,359	19.77%	19,264	19.58%
May	18,892	19.40%	20,888	21.33%	20,740	21.07%
June	17,931	18.41%	20,498	20.92%	19,191	19.50%
July	17,435	17.90%	17,990	18.36%	17,052	17.32%
August	16,051	16.47%	17,111	17.45%	15,922	16.16%
September	15,518	15.91%	16,366	16.68%	14,814	15.03%
October	14,551	14.91%	14,992	15.26%	13,329	13.51%
November	16,299	16.68%	16,480	16.77%	16,125	16.34%
December	18,601	19.02%	17,911	18.22%	17,203	17.42%

vi.

<b>Number and Percentage of Accounts in Arrears Residential - All Electric Customers</b>						
	<b>2012</b>		<b>2013</b>		<b>2014</b>	
<b>Month</b>	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Percent</b>
January	n/a	n/a	24,395	14.91%	25,028	14.69%
February	24,848	15.79%	27,429	16.68%	28,620	16.77%
March	23,886	15.15%	27,967	16.92%	28,564	16.73%
April	24,598	15.59%	26,643	16.06%	27,928	16.32%
May	23,555	14.89%	27,132	16.30%	28,273	16.49%
June	22,917	14.47%	27,556	16.51%	27,191	15.85%
July	22,202	13.99%	24,362	14.56%	24,438	14.22%
August	20,597	12.92%	23,401	13.95%	23,604	13.72%
September	20,624	12.87%	22,854	13.59%	22,403	12.97%
October	19,501	12.08%	20,909	12.39%	19,720	11.39%
November	20,356	12.55%	21,876	12.92%	21,960	12.66%
December	24,130	14.82%	24,480	14.42%	23,918	13.75%

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

<b>Number and Percentage of Accounts in Arrears Small and Medium Business</b>						
	<b>2012</b>		<b>2013</b>		<b>2014</b>	
<b>Month</b>	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Percent</b>	<b>Number</b>	<b>Percent</b>
January	n/a	n/a	2,450	4.74%	2,460	4.72%
February	2,800	5.44%	2,805	5.42%	2,885	5.53%
March	2,663	5.17%	2,921	5.64%	2,812	5.39%
April	2,711	5.26%	2,516	4.86%	2,774	5.32%
May	2,499	4.85%	2,518	4.86%	2,704	5.18%
June	2,479	4.81%	2,789	5.38%	2,729	5.23%
July	2,412	4.68%	2,418	4.66%	2,490	4.77%
August	2,315	4.49%	2,541	4.90%	2,667	5.11%
September	2,612	5.06%	2,490	4.80%	2,471	4.74%
October	2,331	4.52%	2,275	4.38%	2,195	4.21%
November	2,388	4.62%	2,440	4.69%	2,469	4.74%
December	2,870	5.55%	2,681	5.15%	2,426	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		
<b>Issue:</b>	Equity; Arrears		

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

Customer arrears may vary by customer segment.

**QUESTION:**

Please provide by month for January 2012 to present, the data requested below for each of the following customer segments:

- i. all residential,
  - ii. low-income,
  - iii. First Nations,
  - iv. northern Manitoba,
  - v. rural (areas without access to natural gas),
  - vi. electric-only,
  - vii. renters, and
  - viii. small and medium business.
- n) Percentage of residential dollars constituting arrears;

**RATIONALE FOR QUESTION:**

To provide information about arrears experience by customer segment.

**RESPONSE:**

The information requested is not available for the customer segments indicated above.

Please see the response to GAC/MH-I-7e for the ratio of total dollars of residential arrears in each month divided by the revenue for that month.

<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; Arrears		

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

Customer arrears may vary by customer segment.

**QUESTION:**

Please provide by month for January 2012 to present, the data requested below for each of the following customer segments:

- i. all residential,
  - ii. low-income,
  - iii. First Nations,
  - iv. northern Manitoba,
  - v. rural (areas without access to natural gas),
  - vi. electric-only,
  - vii. renters, and
  - viii. small and medium business.
- o) Average arrears of accounts disconnected for nonpayment; and

**RATIONALE FOR QUESTION:**

To provide information about arrears experience by customer segment.

**RESPONSE:**

Average arrears of accounts disconnected for nonpayment is not available on a segmented basis as requested above. Please refer to Manitoba Hydro's response to GAC/MH-1-7g for the average arrears of residential accounts disconnected for nonpayment.

<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; Arrears		

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

Customer arrears may vary by customer segment.

**QUESTION:**

Please provide by month for January 2012 to present, the data requested below for each of the following customer segments:

- i. all residential,
  - ii. low-income,
  - iii. First Nations,
  - iv. northern Manitoba,
  - v. rural (areas without access to natural gas),
  - vi. electric-only,
  - vii. renters, and
  - viii. small and medium business.
- p) Total number of accounts.

**RATIONALE FOR QUESTION:**

To provide information about arrears experience by customer segment.

**RESPONSE:**

Number of accounts information is not available for customer segments (ii) and (vii) indicated above.

<b>(i) Residential - Number of Customers</b>			
	<b>2014</b>	<b>2013</b>	<b>2012</b>
January	485,905	479,260	473,934
February	486,229	479,803	474,303
March	486,654	480,254	474,661
April	487,164	480,640	474,859
May	487,518	481,033	475,333
June	487,827	481,433	475,592
July	488,152	481,914	475,945
August	488,635	482,478	476,455
September	489,317	483,145	476,977
October	490,096	483,963	477,602
November	490,622	484,696	478,333
December	491,196	485,271	478,845

<b>(iii) Residential First Nations - Number of Customers</b>			
	<b>2014</b>	<b>2013</b>	<b>2012</b>
January	16,092	16,012	15,941
February	16,078	16,046	15,962
March	16,097	16,049	15,967
April	16,105	16,074	15,967
May	16,092	16,050	15,978
June	16,073	16,071	15,954
July	16,050	16,072	15,940
August	16,063	16,064	15,911
September	16,046	16,045	15,915
October	16,036	16,063	15,921
November	16,011	16,065	15,973
December	16,027	16,076	16,000

<b>(iv) Residential Northern Manitoba - Number of Customers</b>			
	<b>2014</b>	<b>2013</b>	<b>2012</b>
January	22,845	22,720	22,650
February	22,853	22,742	22,655
March	22,865	22,745	22,630
April	22,878	22,759	22,627
May	22,873	22,750	22,614
June	22,861	22,760	22,602
July	22,845	22,756	22,601
August	22,857	22,768	22,602
September	22,855	22,775	22,642
October	22,877	22,803	22,647
November	22,892	22,812	22,694
December	22,907	22,827	22,707

<b>(v) Residential Rural - Number of Customers</b>			
	<b>2014</b>	<b>2013</b>	<b>2012</b>
January	98,362	97,831	97,252
February	98,365	97,883	97,321
March	98,393	97,911	97,296
April	98,405	97,939	97,308
May	98,431	97,922	97,390
June	98,432	97,960	97,394
July	98,469	98,005	97,421
August	98,534	98,052	97,448
September	98,583	98,100	97,552
October	98,664	98,218	97,607
November	98,714	98,277	97,741
December	98,736	98,329	97,796

<b>(vi) Residential Electric Heat - Number of Customers</b>			
	<i>2014</i>	<i>2013</i>	<i>2012</i>
January	170,370	163,617	157,057
February	170,639	164,471	157,384
March	170,753	165,265	157,662
April	171,119	165,920	157,827
May	171,408	166,415	158,209
June	171,579	166,874	158,400
July	171,810	167,373	158,729
August	172,063	167,807	159,371
September	172,672	168,217	160,190
October	173,129	168,770	161,412
November	173,493	169,307	162,191
December	173,888	169,736	162,800

<b>(viii) General Service Small and Medium - Number of Customers</b>			
	<i>2014</i>	<i>2013</i>	<i>2012</i>
January	66,470	65,856	65,422
February	66,494	65,900	65,439
March	66,508	65,957	65,466
April	66,570	65,967	65,457
May	66,597	66,013	65,480
June	66,571	66,065	65,470
July	66,580	66,115	65,485
August	66,569	66,155	65,538
September	66,605	66,195	65,600
October	66,676	66,231	65,647
November	66,772	66,330	65,728
December	66,834	66,404	65,824

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

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

The Board has taken a particular interest in the development of DSM LIEEP programs for low-income tenants, e.g., Order 5/12 at pg. 164.

**QUESTION:**

Describe, provide full documentation of, and quantify all MH's programs, including planning documents, to provide DSM to low-income tenants, including increasing program pace and program participation by low-income households.

**RATIONALE FOR QUESTION:**

To determine MH's DSM efforts with respect to low-income tenants.

**RESPONSE:**

All of Manitoba Hydro's Power Smart Programs are available to assist low-income tenants, whether directly or in collaboration with their landlord. Opportunities are available through residential or commercial program offerings, which include:

- Water & Energy Saver Kit
- Residential LED Program
- Affordable Energy Program
- Power Smart PAYS Financing
- Power Smart Residential Loan
- Commercial Building Envelope
- Commercial HVAC
- Commercial Lighting

See Manitoba Hydro's response to MMF/MH-I-24 for the Affordable Energy Program's landlord initiative for lower income tenants and Manitoba Hydro's response to MKO-COALITION/MH-I-3a for Manitoba Hydro's efforts to capture energy efficient opportunities in multi-unit residential housing.

<b>Section:</b>	Tab 8	<b>Page No.:</b>	Appendix 8.2
<b>Topic:</b>	Rate impacts on specific customer segments		
<b>Subtopic:</b>	DSM mitigation strategy; Energy Poverty		
<b>Issue:</b>	First Nations		

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

The Board has expressed particular concern about the pace of DSM program delivery to First Nations and interest in MH's working with the Government and First Nations to expedite program delivery, e.g., Order 5/12 at 164-166.

**QUESTION:**

Describe, provide full documentation of, and quantify all MH's programs, including planning documents, to provide DSM to First Nations at a greater pace and in cooperation with the Government and First Nations.

**RATIONALE FOR QUESTION:**

To determine MH's DSM efforts with respect to First Nations.

**RESPONSE:**

Please see the responses to PUB/MH-I-47b and MKO/COALITION-I-1a.

<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>	Bill Assistance; Energy Poverty		
<b>Issue:</b>	Funding		

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

The Board has expressed concern about the adequacy of the funding for Neighbors Helping Neighbors, as well as about the efficacy of MH's Energy Poverty programs generally (See Order 5/12 at pg. 166).

**QUESTION:**

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.

**RATIONALE FOR QUESTION:**

To determine MH's responses to concerns about Energy Poverty programs.

**RESPONSE:**

Subject to all documents previously filed as part of past regulatory proceedings, Manitoba Hydro does not have any additional documents outlining the planning and analysis of considerations with respect to Neighbors Helping Neighbors program.

<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>	Bill Assistance; Energy Poverty		
<b>Issue:</b>	Funding		

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

The Board has expressed the need for more information concerning existing government funding and programs available to alleviate energy poverty, e.g., Order 5/12 at pg. 166.

**QUESTION:**

Please provide the information (a) provided to the Board and (b) known to MH but not provided to the Board, concerning existing government funding and programs available to alleviate energy poverty.

**RATIONALE FOR QUESTION:**

To obtain information concerning existing government funding and programs available to alleviate energy poverty.

**RESPONSE:**

Pursuant to PUB Order 33/15, no response is required to this Information Request.

<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; Budget billing; Deferred payment arrangements		

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

Budget billing and Deferred Payment Arrangements are important ways for customers to manage bill impacts; their experience therewith may vary by customer segment.

**QUESTION:**

Please provide by month for January 2012 to present, the data requested below for each of the following customer segments:

- i. all residential,
  - ii. low-income,
  - iii. First Nations,
  - iv. northern Manitoba,
  - v. rural (areas without access to natural gas),
  - vi. electric-only,
  - vii. renters, and
  - viii. small and medium business.
- a) Total number and percentage of customers on Budget Billing;
  - b) Total number of customers newly entering into a levelized Budget Billing plan;
  - c) Total number of customers removed from Budget Billing, by reason (e.g., if applicable, by missing a payment);
  - d) Number and percentage of new deferred payment arrangements;
  - e) Average down payment (in dollars) of deferred payment arrangements;
  - f) Average term (in months) of deferred payment arrangements;
  - g) Average dollar amount of arrears made subject to deferred payment arrangements;
  - h) Average monthly installment of deferred payment arrangements;
  - i) Distribution of new deferred payment arrangements by term (in months);

- j) Number of defaulted deferred payment arrangements;
- k) Number of defaulted deferred payment arrangements by term (in months) of the payment arrangement agreement;
- l) Number of completed deferred payment arrangements; and
- m) Average amount of arrearage forgiveness (if any) associated with a deferred payment arrangement.

**RATIONALE FOR QUESTION:**

To determine Company experience and practices with respect to budget billing and deferred payment arrangements.

**RESPONSE:**

Consistent with information provided at previous GRAs, some of the information requested in this IR is not available, specifically, equal payment plan information and payment arrangement information is not available for the customer segments indicated above. Further, the average amount of arrearage forgiveness associated with a deferred payment arrangement is data that is not collected by Manitoba Hydro.

In its letter of March 10, 2015, MMF agreed to accept Manitoba Hydro's alternative proposed response with respect to this IR.

For responses to MMF/MH-I-50a, MMF/MH-I-50b, MMF/MH-I-50c, please see Manitoba Hydro's responses to GAC/MH I-15a, GAC/MH I-15b, and GAC/MH I-15c.

For responses to MMF/MH-I-50d, MMF/MH-I-50e, MMF/MH-I-50f, MMF/MH-I-50g, MMF/MH-I-50h, MMF/MH-I-50i, MMF/MH-I-50j, MMF/MH-I-50k, MMF/MH-I-50l, please refer to Manitoba Hydro's response to GAC/MH-I-38.

For response to MMF/MH I-50m, Manitoba Hydro does not collect data related to arrearage forgiveness associated with deferred payment arrangements.

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

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

Please provide by month for January 2012 to present, the data requested below for each of the following customer segments:

- i. all residential,
  - ii. low-income,
  - iii. First Nations,
  - iv. northern Manitoba,
  - v. rural (areas without access to natural gas),
  - vi. electric-only,
  - vii. renters, and
  - viii. small and medium business.
- a) The number and percentage of accounts, and total dollar amounts, from which cash security deposits were held; and
  - b) The number and total amount of cash security deposits applied to final bills.

**RATIONALE FOR QUESTION:**

To determine experience for specific customer segments with respect to security deposits.

**RESPONSE:**

Consistent with information provided at previous GRAs, some of the information requested is not available; however, please see below for information that is available.

With respect to MMF/MH-I-51 i. a) and b), please refer to the responses to GAC/MHI-16-a-d for number and dollar amounts.

Please refer to the table below for the percentage of residential accounts for which security deposits were held by month for the period of January 2012 to December 2014.

**Percentage of Security Deposits Held for Residential  
Accounts**

	<b>2014</b>	<b>2013</b>	<b>2012</b>
December	0.8%	0.3%	0.4%
November	0.7%	0.3%	0.4%
October	0.4%	0.3%	0.4%
September	0.5%	0.4%	0.4%
August	0.4%	0.4%	0.3%
July	0.4%	0.4%	0.3%
June	0.4%	0.4%	0.3%
May	0.3%	0.4%	0.3%
April	0.3%	0.4%	0.3%
March	0.3%	0.4%	0.3%
February	0.3%	0.4%	0.2%
January	0.3%	0.4%	0.2%

With respect to MMF/MH-I-51 (ii) through (viii), security deposit information is not available for those customer segments.

<b>Section:</b>	Tab 6	<b>Page No.:</b>	
<b>Topic:</b>	Rates		
<b>Subtopic:</b>	Bill impacts		
<b>Issue:</b>	Credit and collection		

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

Credit and collection procedures and experiences may vary by specific customer segment.

**QUESTION:**

Please provide by month for January 2012 to present, the data requested below for each of the following customer segments:

- i. all residential;
- ii. low-income;
- iii. First Nations;
- iv. northern Manitoba;
- v. rural (areas without access to natural gas);
- vi. electric-only;
- vii. renters, and
- viii. small and medium business.

Please provide all reports, compilations, memos or other written documents of any nature, including any electronic compilation not committed to paper, routinely (e.g., monthly, quarterly, annually; any report more frequent than monthly need only provided be provided for each month) (a) generated and filed with the Manitoba Public Utilities Board, and (b) generated internally but not filed with the Manitoba Public Utilities Board, regarding:

Customers or dollars in arrears; Billings; Disconnections for nonpayment; Receipts; Reconnections; Deposits held; Deferred payment arrangements; Deposits applied against accounts; Collection activities; Final bills; Call center activity; Levelized budget billing; Uncollectibles.

**RATIONALE FOR QUESTION:**

To determine credit and collection experience and practice by specific customer segments.

**RESPONSE:**

Manitoba Hydro does not report on this information on a segmented basis.

In its letter of March 10, 2015, MMF has agreed to accept Manitoba Hydro's alternative proposed response which can be found in GAC/MH-I-21.

<b>Section:</b>	Tab 6	<b>Page No.:</b>	
<b>Topic:</b>	Rates		
<b>Subtopic:</b>	Bill impacts		
<b>Issue:</b>	Energy Poverty		

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

For the latest 12 months available, please provide for each of the following customer segments:

- i. all residential,
  - ii. low-income,
  - iii. First Nations,
  - iv. northern Manitoba,
  - v. rural (areas without access to natural gas),
  - vi. electric-only,
  - vii. renters, and
  - viii. small and medium business,
- a) A list of each community served by MH, along with the number of segment customers served in that community;
  - b) The number of households in the target market for the MH's LIEEP;
  - c) The number of applicants for MH's LIEEP;
  - d) The number of participants in MH's LIEEP;
  - e) The number of LIEEP participants who also received assistance in the same year from the Neighbors Helping Neighbors program ("NHN");
  - f) The unduplicated total number of lower-income customers receiving NHN and LIEEP assistance;
  - g) The number of lower-income customers receiving NHN assistance who had previously received LIEEP assistance;

- h) Please provide the number of households in the target market for MH's NHN program;
- i) The number of applicants for MH's NHN;
- j) The number of participants in MH's NHN;
- k) The average grant for MH's NHN; and
- l) The average arrearage for participants in MH's NHN.

**RATIONALE FOR QUESTION:**

To provide baseline data with which to compare other data and to provide basic operating data with respect to LIEEP and NHN.

**RESPONSE:**

- a) Please see the response to GAC/MH-I-26a.
- b) Please see the response to GAC/MH-I-33a.
- c) Please see the response to GAC/MH-I-33b.
- d) Please see the response to GAC/MH-I-33c.
- e) Please see the response to GAC/MH-I-33d.
- f) Please see the response to GAC/MH-I-33e.
- g) Please see the response to GAC/MH-I-33f.
- h) Please see the response to GAC/MH-I-34a.
- i) Please see the response to GAC/MH-I-34b.
- j) Please see the response to GAC/MH-I-34c.
- k) Please see the response to GAC/MH-I-34d.
- l) Please see the response to GAC/MH-I-34e.

<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>	Board overview		

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

MH's Board exercises general oversight over MH operations, including impacts on specific customer segments and compliance with Board Orders.

**QUESTION:**

Please provide for each of the past five years, a copy of each presentation to MH's Board of Directors regarding the issues and/or customer segments enumerated below, including with respect to each presentation the meeting agenda and set of written materials related to the presentation.

- i. small and medium business,
- ii, low-income,
- iii, First Nations,
- iv, northern Manitoba,
- v, rural (areas without access to natural gas),
- vi, electric-only, and
- vii, renters.

**RATIONALE FOR QUESTION:**

To explore MH's Board's involvement with issues related to impacts on specific customer segments and compliance with Board Orders related thereto.

**RESPONSE:**

Pursuant to PUB Order 33/15, no response is required to this Information Request.

<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>	Arrears; Disconnections		

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

MH may approach delinquencies and disconnection for non-payment differently by specific customer segment.

**QUESTION:**

With respect to the following specific customer segments:

- i. small and medium business,
- ii. low-income,
- iii. First Nations,
- iv. North Manitoba,
- v. rural (areas without access to natural gas),
- vi. electric-only, and
- vii. renters.

Please list all the programs and initiatives MH has undertaken in the last five years to reduce:

- a) the number of disconnections for nonpayment;
- b) to reduce the number of delinquent customer accounts, and the measures MH uses to determine if these programs are successful, and the results;
- c) Of the accounts receiving a notice of an impending disconnection for nonpayment, for each month since January 2012, please provide:
  - A. the total number of accounts that did not have their service disconnected by the date specified in the disconnect notice;
  - B. the total number of accounts that did not have their service disconnected prior to the next bill received after receiving the notice of disconnection;

- C. the total number of accounts that did not have their service disconnected for nonpayment after receiving a disconnect notice for nonpayment that voluntarily terminated their accounts;
- D. the total number of accounts that did not have their service disconnected because the customer paid their bills in full prior to their scheduled disconnection;
- E. the total number of accounts that did not have their service disconnected because the customer paid their bills less than in full but sufficient to avoid their scheduled disconnection;
- F. the total number of accounts that did not have their service disconnected even though they retained an arrears that was sufficient large (or sufficiently old) to trigger a disconnection);
- G. the total number of accounts on which account no payments were made prior to the issuance of the next bill after issuance of the disconnect notice;
- H. the number and percentage of accounts receiving a notice of disconnection for nonpayment;
- I. the number and percentage of accounts actually being disconnected for nonpayment;
- J. the number and percentage of accounts entering into a deferred payment arrangement;
- K. the total number of bills issued;
- L. the total dollars billed for current service (i.e., not including arrears); and
- M. the total dollars of payments received.

**RATIONALE FOR QUESTION:**

To explore whether MH's programs with respect to disconnections for nonpayment and delinquencies are targeted to specific customer segments.

**RESPONSE:**

Consistent with information provided at previous GRAs, some of the information requested in this IR is not available, specifically, the information regarding the total number of bills issued (subsection K), the total dollars billed for current service (subsection L) and the total dollars of payments received related to accounts receiving a notice of an impending disconnection for nonpayment (subsection M).

In its letter of March 10, 2015, MMF agreed to accept Manitoba Hydro's alternative proposed response with respect to this IR.

- a) Please see the response to GAC/MH-I-42.
- b) Please see the response to GAC/MH-I-42.
- c) For subsection A-G, please see the response to GAC/MH-I-44, for subsection H, please see the response to GAC/MH-I-48, for subsection I, please see the response to GAC/MH-I-21, and for subsection J, please see the response to GAC/MH-I-38.

<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>	Collections		

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

MH may develop and evaluate or analyze collection procedures and policies on a specific customer segment basis.

**QUESTION:**

With respect to the following specific customer segments:

- i. small and medium business,
- ii. low-income,
- iii. First Nations,
- iv. northern Manitoba,
- v. rural (areas without access to natural gas),
- vi. electric-only, and
- vii. renters.

Please provide a copy of all reports, evaluations, memos, analyses or other written documents of any nature containing an articulation of performance indicators on which empirical data has been collected with respect to the following, as well as a copy of each such performance indicator report:

- a) Debt prevention;
- b) Debt management;
- c) The treatment of vulnerable residential customers;

**RATIONALE FOR QUESTION:**

To determine MH's collection efforts, and analysis thereof, on a specific customer segment basis.

**RESPONSE:**

Consistent with information provided at previous GRAs, some of the information requested in this IR is not available

In its letter of March 10, 2015, MMF agreed to accept Manitoba Hydro's alternative proposed response.

With respect to the responses for MMF/MH-I-56a and 56b, please refer to Manitoba Hydro's responses to GAC/MH-I-55a and 55b.

With respect to the response for MMF/MH-I-56c, please refer to Manitoba Hydro's response to MMF/MH-I-34.