

MKO/MH I-1

Subject: MKO First Nation Accounts - General

Preamble: The First Nations affiliated with MKO are the Nisichawayasihk Cree Nation, Tataskweyak Cree Nation, God's Lake First Nation, St. Theresa Point First Nation, Pimicikamak Cree Nation, Mosakahiken Cree Nation, Wasagamack First Nation, War Lake First Nation, Oxford House First Nation, Fox Lake First Nation, York Factory First Nation, Sayisi Dene First Nation, Red Sucker Lake First Nation, Wuskwi Sipiik Cree Nation, Misipawistik Cree Nation, Manto Sipi Cree Nation, Opaskwayak Cree Nation, Norway House First Nation, Mathias Colomb Cree Nation, Shamattawa First Nation, Garden Hill First Nation, Barren Lands First Nation, Sapotaweyak Cree Nation, Northlands Denesuline First Nation, Chemawawin First Nation, Marcel Colomb First Nation, O-Pipon-Na-Piwin Cree Nation, Pickerel Narrows Cree Nation, Sherridon First Nation and the Wapaskokimaw Reserve, Saskatchewan.

For each of the MKO First Nation communities which receive electricity service from Manitoba Hydro, please indicate, as applicable:

a) the number of Residential Customer Accounts;

ANSWER:

The following table presents the number of residential customer accounts by First Nation community as of March 2014.

Residential Customer Accounts

First Nation Community	Active Services
Barren Lands First Nation	133
Chemanwawin Cree Nation	324
Fox Lake First Nation	52
Garden Hill First Nation	497
Gods Lake First Nation	290
Manto Sipi Cree Nation	120
Marcel Colomb First Nation	15
Mathias Colomb First Nation	402
Misipawistik Cree Nation	219
Mosakahiken Cree Nation	251
Nischawayaksihk Cree Nation	511
Northlands Dene First Nation	149
Norway House Cree Nation	1,197
O-PIPON-NA-PIWIN	216
Opaskwayak Cree Nation	723
Oxford House First Nation	423
Pimicikamak Cree Nation	918
Red Sucker Lake First Nation	206
Sapotaweyak Cree Nation	252
Sayisi Dene First Nation	116
Shamattawa First Nation	185
St Theresa Point First Nation	553
Tataskweyak Cree Nation	383
War Lake First Nation	33
Wasagamack First Nation	262
Wuskwi Sipiik First Nation	40
York Factory First Nation	129

Please note, that account information is not available for Pickerel Narrows Community Association and Sherridon Community Association as Manitoba Hydro's billing system does not identify accounts based on associations. Information is not available for Wapaskokimaw as it is located in Saskatchewan, outside of Manitoba Hydro's service territory.

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For each of the MKO First Nation communities which receive electricity service from Manitoba Hydro, please indicate, as applicable:

b) the number First Nation Residential Customer Accounts;

ANSWER:

The following table presents the number of First Nation residential customer accounts by First Nation community as of March 2014. For the purpose of this response, First Nation accounts are defined by having a Band Treaty Number listed on the customer account.

Residential First Nation Accounts

First Nation Community	Active Services
Barren Lands First Nation	100
Chemanwawin Cree Nation	310
Fox Lake First Nation	48
Garden Hill First Nation	497
Gods Lake First Nation	289
Manto Sipi Cree Nation	117
Marcel Colomb First Nation	15
Mathias Colomb First Nation	384
Misipawistik Cree Nation	203
Mosakahiken Cree Nation	201
Nischawayaksihk Cree Nation	490
Northlands Dene First Nation	145
Norway House Cree Nation	1,131
O-PIPON-NA-PIWIN	170
Opaskwayak Cree Nation	665
Oxford House First Nation	415
Pimicikamak Cree Nation	910
Red Sucker Lake First Nation	195
Sapotaweyak Cree Nation	251
Sayisi Dene First Nation	115
Shamattawa First Nation	172
St Theresa Point First Nation	544
Tataskweyak Cree Nation	370
War Lake First Nation	27
Wasagamack First Nation	255
Wuskwi Sipiik First Nation	39
York Factory First Nation	117

Please note that account information is not available for Pickerel Narrows Community Association and Sherridon Community Association as Manitoba Hydro's billing system does not identify accounts based on associations. Information is not available for Wapaskokimaw as it is located in Saskatchewan, outside of Manitoba Hydro's service territory.

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For each of the MKO First Nation communities which receive electricity service from Manitoba Hydro, please indicate, as applicable:

c) the number of General Service Customer Accounts;

ANSWER:

The following table presents the number of General Service customer accounts by First Nation community as of March 2014.

General Service Customer Accounts

First Nation Community	Active Services
Barren Lands First Nation	44
Chemanwawin Cree Nation	34
Fox Lake First Nation	27
Garden Hill First Nation	47
Gods Lake First Nation	55
Manto Sipi Cree Nation	36
Marcel Colomb First Nation	5
Mathias Colomb First Nation	46
Misipawistik Cree Nation	31
Mosakahiken Cree Nation	23
Nischawayaksihk Cree Nation	85
Northlands Dene First Nation	53
Norway House Cree Nation	110
O-PIPON-NA-PIWIN	40
Opaskwayak Cree Nation	90
Oxford House First Nation	50
Pimicikamak Cree Nation	88
Red Sucker Lake First Nation	34
Sapotaweyak Cree Nation	29
Sayisi Dene First Nation	40
Shamattawa First Nation	43
St Theresa Point First Nation	92
Tataskweyak Cree Nation	62
War Lake First Nation	9
Wasagamack First Nation	46
Wuskwi Sipiik First Nation	11
York Factory First Nation	26

Please note that account information is not available for Pickerel Narrows Community Association and Sherridon Community Association as Manitoba Hydro's billing system does not identify accounts based on associations. Information is not available for Wapaskokimaw as it is located in Saskatchewan, outside of Manitoba Hydro's service territory.

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For each of the MKO First Nation communities which receive electricity service from Manitoba Hydro, please indicate, as applicable:

d) the number of First Nation General Service Accounts;

ANSWER:

The following table presents the number of First Nation General Service customer accounts by First Nation community as of March 2014. For the purpose of this response, First Nation accounts are defined by having a Band Treaty Number listed on the customer account.

General Service First Nation Accounts

First Nation Community	Active Services
Barren Lands First Nation	16
Chemawawin Cree Nation	29
Fox Lake First Nation	27
Garden Hill First Nation	45
Gods Lake First Nation	50
Manto Sipi Cree Nation	30
Marcel Colomb First Nation	4
Mathias Colomb First Nation	34
Misipawistik Cree Nation	24
Mosakahiken Cree Nation	14
Nischawayaksihk Cree Nation	70
Northlands Dene First Nation	43
Norway House Cree Nation	87
O-PIPON-NA-PIWIN	17
Opaskwayak Cree Nation	61
Oxford House First Nation	42
Pimicikamak Cree Nation	82
Red Sucker Lake First Nation	21
Sapotaweyak Cree Nation	27
Sayisi Dene First Nation	31
Shamattawa First Nation	30
St Theresa Point First Nation	77
Tataskweyak Cree Nation	52
War Lake First Nation	8
Wasagamack First Nation	40
Wuskwi Sipiik First Nation	11
York Factory First Nation	19

Please note that account information is not available for Pickerel Narrows Community Association and Sherridon Community Association as Manitoba Hydro's billing system does not identify accounts based on associations. Information is not available for Wapaskokimaw as it is located in Saskatchewan, outside of Manitoba Hydro's service territory.

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For each of the MKO First Nation communities which receive electricity service from Manitoba Hydro, please indicate, as applicable:

- e) the number of First Nation Education Customer Accounts (applicable in the Diesel First Nations);**

ANSWER:

The following table presents the number of First Nation customer accounts by First Nation community as of March 2014. Please note that Barren Lands First Nation is served by the

Frontier School Division.

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First Nation Education Customer Accounts

First Nation Community	Active Services
Barren lands First Nation	n/a
Northlands Dene First Nation	19
Sayisi Dene First Nation	9
Shamattawa First Nation	5

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For each of the MKO First Nation communities which receive electricity service from Manitoba Hydro, please indicate, as applicable:

f) the annual electricity consumption for each of a) through e), above, forecast under the current rates and the proposed rates;

ANSWER:

The following tables present the actual non-weather normalized electricity consumption (kW.h) of Residential customers (Total and First Nation) and General Service customers (Total) by First Nation community for 2013/14. For the purpose of this response, First
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Nation accounts are defined by having a Band Treaty Number listed on the customer account.

Manitoba Hydro is unable to provide the breakdown for the First Nation General Service and the First Nation Education accounts as, given the number of such customers within each community, providing this information may result in the disclosure of individual customer information.

Manitoba Hydro does not forecast future energy requirements for communities individually.

Residential Electricity Consumption for 2013/14 (kW.h)

First Nation Community	Total	First Nation
Barren Lands First Nation	1,782,235	1,462,857
Chemanwawin Cree Nation	11,159,692	10,622,945
Fox Lake First Nation	1,531,025	1,399,211
Garden Hill First Nation	14,637,831	14,576,089
Gods Lake First Nation	9,096,194	9,066,548
Manto Sipi Cree Nation	4,848,110	4,749,374
Marcel Colomb First Nation	643,299	629,083
Mathias Colomb First Nation	15,379,536	14,565,347
Misipawistik Cree Nation	7,203,604	6,650,800
Mosakahiken Cree Nation	8,389,169	7,205,188
Nischawayaksikh Cree Nation	19,329,295	18,609,703
Northlands Dene First Nation	1,998,641	1,950,655
Norway House Cree Nation	42,282,510	40,162,819
O-PIPON-NA-PIWIN	7,125,945	5,581,919
Opaskwayak Cree Nation	22,937,334	21,186,903
Oxford House First Nation	13,293,801	12,956,292
Pimicikamak Cree Nation	34,876,323	34,515,192
Red Sucker Lake First Nation	6,060,586	5,792,004
Sapotaweyak Cree Nation	7,833,082	7,735,762
Sayisi Dene First Nation	1,375,774	1,351,000
Shamattawa First Nation	3,410,525	3,160,087
St Theresa Point First Nation	18,325,219	17,974,396
Tataskweyak Cree Nation	15,865,100	15,262,865
War Lake First Nation	1,059,031	914,140
Wasagamack First Nation	7,379,793	7,129,918
Wuskwi Sipi First Nation	1,632,322	1,457,076
York Factory First Nation	4,431,850	3,952,769

General Service Electricity Consumption for 2013/14 (kW.h)

First Nation Community	Total
Barren Lands First Nation	972,744
Chemanwawin Cree Nation	3,428,440
Fox Lake First Nation	2,114,617
Garden Hill First Nation	8,963,350
Gods Lake First Nation	4,947,910
Manto Sipi Cree Nation	3,115,204
Marcel Colomb First Nation	375,983
Mathias Colomb First Nation	6,912,671
Misipawistik Cree Nation	3,175,023
Mosakahiken Cree Nation	2,621,411
Nischawayaksihk Cree Nation	9,563,676
Northlands Dene First Nation	1,224,602
Norway House Cree Nation	17,390,544
O-PIPON-NA-PIWIN	5,236,117
Opaskwayak Cree Nation	19,417,833
Oxford House First Nation	8,184,373
Pimicikamak Cree Nation	9,746,545
Red Sucker Lake First Nation	3,164,103
Sapotaweyak Cree Nation	3,417,892
Sayisi Dene First Nation	979,367
Shamattawa First Nation	1,986,975
St Theresa Point First Nation	9,980,038
Tataskweyak Cree Nation	7,327,442
War Lake First Nation	871,916
Wasagamack First Nation	5,475,011
Wuskwi Sipiik First Nation	604,078
York Factory First Nation	2,789,039

MKO/MH I-1

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For each of the MKO First Nation communities which receive electricity service from Manitoba Hydro, please indicate, as applicable:

g) the annual revenue from each of a) through e), above, from the current rates and the proposed rates.

ANSWER:

The following tables present the 2013/14 actual non-weather normalized revenue for Residential customers (Total and First Nation) and General Service customers (Total) by

consumption at rates approved September 1, 2012, and May through March consumption at rates approved effective May 1, 2013. In addition, it should be noted that this consumption reflects the impact of colder than normal weather and that these communities are primarily electrically heated.

A revenue estimate under the proposed rates for these accounts is not available within the timeframe for this Application. It is not appropriate to simply adjust 2013/14 actuals by the proposed rate increase, as these revenues do not reflect annualized revenues from current rates. Furthermore, the consumption is not weather normalized, and such an analysis may over estimate the impact of the rate increase due to the colder than normal weather experienced in the 2013/14 fiscal year.

As noted in Manitoba Hydro's response to MKO/MH I-1(f), Manitoba Hydro is unable to provide the breakdown for the First Nation General Service and First Nation Education accounts as, given the number of such customers within each community, providing this information may result in the disclosure of individual customer information.

For the purpose of this response, First Nation accounts are defined by having a Band Treaty Number listed on the customer account.

Residential Annual Revenues for 2013/14

First Nation Community	Total 2013/14 Actual Revenues	First Nation 2013/14 Actual Revenues
Barren Lands First Nation	\$ 139,249	\$ 113,051
Chemawawin Cree Nation	\$ 825,853	\$ 786,135
Fox Lake First Nation	\$ 113,823	\$ 104,044
Garden Hill First Nation	\$ 1,087,916	\$ 1,083,338
Gods Lake First Nation	\$ 674,508	\$ 672,319
Manto Sipi Cree Nation	\$ 355,641	\$ 348,321
Marcel Colomb First Nation	\$ 47,308	\$ 46,255
Mathias Colomb First Nation	\$ 1,133,551	\$ 1,073,656
Misipawistik Cree Nation	\$ 533,351	\$ 492,474
Mosakahiken Cree Nation	\$ 621,347	\$ 532,480
Nischawayaksihk Cree Nation	\$ 1,422,088	\$ 1,368,929
Northlands Dene First Nation	\$ 155,520	\$ 151,702
Norway House Cree Nation	\$ 3,124,655	\$ 2,967,163
O-PIPON-NA-PIWIN	\$ 526,270	\$ 412,060
Opaskwayak Cree Nation	\$ 1,698,552	\$ 1,568,343
Oxford House First Nation	\$ 985,966	\$ 961,064
Pimicikamak Cree Nation	\$ 2,565,541	\$ 2,538,805
Red Sucker Lake First Nation	\$ 451,393	\$ 430,858
Sapotaweyak Cree Nation	\$ 581,184	\$ 573,889
Sayisi Dene First Nation	\$ 108,168	\$ 106,247
Shamattawa First Nation	\$ 259,449	\$ 240,199
St Theresa Point First Nation	\$ 1,357,545	\$ 1,331,375
Tataskweyak Cree Nation	\$ 1,165,878	\$ 1,121,460
War Lake First Nation	\$ 78,434	\$ 67,555
Wasagamack First Nation	\$ 548,763	\$ 530,241
Wuskwi Sipi First Nation	\$ 120,616	\$ 107,626
York Factory First Nation	\$ 327,346	\$ 292,149

General Service Annual Revenues for 2013/14

	Total 2013/14 Actual Revenues
First Nation Community	
Barren Lands First Nation	\$ 1,257,804
Chemawawin Cree Nation	\$ 251,401
Fox Lake First Nation	\$ 140,926
Garden Hill First Nation	\$ 634,435
Gods Lake First Nation	\$ 338,496
Manto Sipi Cree Nation	\$ 215,656
Marcel Colomb First Nation	\$ 27,058
Mathias Colomb First Nation	\$ 458,251
Misipawistik Cree Nation	\$ 218,033
Mosakahiken Cree Nation	\$ 194,747
Nisichawayasihk Cree Nation	\$ 655,133
Northlands Dene First Nation	\$ 1,580,133
Norway House Cree Nation	\$ 1,146,595
O-PIPON-NA-PIWIN	\$ 338,826
Opaskwayak Cree Nation	\$ 1,225,041
Oxford House First Nation	\$ 561,930
Pimicikamak Cree Nation	\$ 651,732
Red Sucker Lake First Nation	\$ 224,750
Sapotaweyak Cree Nation	\$ 243,089
Sayisi Dene First Nation	\$ 765,764
Shamattawa First Nation	\$ 2,181,420
St Theresa Point First Nation	\$ 743,191
Tataskweyak Cree Nation	\$ 496,404
War Lake First Nation	\$ 61,357
Wasagamack First Nation	\$ 386,806
Wuskwi Sipiik First Nation	\$ 46,769
York Factory First Nation	\$ 195,337

MKO/MH I-2

Subject: MKO First Nation Accounts – Low Income Accounts

Preamble: The First Nations affiliated with MKO are the Nisichawayasihk Cree Nation, Tataskweyak Cree Nation, God's Lake First Nation, St. Theresa Point First Nation, Pimicikamak Cree Nation, Mosakahiken Cree Nation, Wasagamack First Nation, War Lake First Nation, Oxford House First Nation, Fox Lake First Nation, York Factory First Nation, Sayisi Dene First Nation, Red Sucker Lake First Nation, Wuskwi Sipiik Cree Nation, Misipawistik Cree Nation, Manto Sipi Cree Nation, Opaskwayak Cree Nation, Norway House First Nation, Mathias Colomb Cree Nation, Shamattawa First Nation, Garden Hill First Nation, Barren Lands First Nation, Sapotaweyak Cree Nation, Northlands Denesuline First Nation, Chemawawin First Nation, Marcel Colomb First Nation, O-Pipon-Na-Piwin Cree Nation, Pickerel Narrows Cree Nation, Sherridon First Nation and the Wapaskokimaw Reserve, Saskatchewan.

For each of the MKO First Nation communities which receive electricity service from Manitoba Hydro, please indicate:

- a) the number of Residential Customer Accounts which are low-income customers;**
- b) the number First Nation Residential Customer Accounts which are low-income customers;**
- c) the percentage of Residential Customer Accounts which are First Nation low-income customers;**
- d) for each of a) through b), above, the billed electricity consumption;**

- e) for each of a) through b), above, the value in dollars of the billed consumption;
- f) the percentage of Residential Customer revenues received from low-income customers.

ANSWER:

Manitoba Hydro does not identify customer accounts based upon level of household income and therefore is unable to provide the information requested.

MKO/MH I-3

Subject: MKO First Nation Accounts - Arrears

Preamble: The First Nations affiliated with MKO are the Nisichawayasihk Cree Nation, Tataskweyak Cree Nation, God's Lake First Nation, St. Theresa Point First Nation, Pimicikamak Cree Nation, Mosakahiken Cree Nation, Wasagamack First Nation, War Lake First Nation, Oxford House First Nation, Fox Lake First Nation, York Factory First Nation, Sayisi Dene First Nation, Red Sucker Lake First Nation, Wuskwi Sipiik Cree Nation, Misipawistik Cree Nation, Manto Sipi Cree Nation, Opaskwayak Cree Nation, Norway House First Nation, Mathias Colomb Cree Nation, Shamattawa First Nation, Garden Hill First Nation, Barren Lands First Nation, Sapotaweyak Cree Nation, Northlands Denesuline First Nation, Chemawawin First Nation, Marcel Colomb First Nation, O-Pipon-Na-Piwin Cree Nation, Pickerel Narrows Cree Nation, Sherridon First Nation and the Wapaskokimaw Reserve, Saskatchewan.

For each of the MKO First Nation communities which receive electricity service from Manitoba Hydro, please indicate, as is applicable:

- a) the number of Residential Customer Accounts in arrears;**
- b) the number First Nation Residential Customer Accounts in arrears;**
- c) the number of General Service Customer Accounts in arrears;**
- d) the number of First Nation General Service Accounts in arrears;**
- e) the number of First Nation Education Customer Accounts (applicable in the Diesel First Nations) in arrears;**
- f) for each of a) through e), above, the percentage of accounts in arrears;**

- g) for each of a) through e), above, the billed electricity consumption associated with accounts in arrears;
- h) for each of a) through e), above, the value in dollars of the accounts in arrears.

ANSWER:

Manitoba Hydro does not separately identify arrears by residential and general service customer accounts and therefore cannot provide the specific breakdown requested. In addition, the number of accounts in arrears includes both active and inactive accounts; presenting the number of accounts in arrears as a percentage of the overall number of accounts in community is not an appropriate comparison.

Community	Number of Residential & General Service Accounts in Arrears	Arrears as of April 2014
Barren Lands First Nation	152 accounts	\$73,082
Chemanawawin Cree Nation	309 accounts	\$220,797
Fox Lake First Nation	68 accounts	\$25,046
Garden Hill First Nation	489 accounts	\$410,892
Gods Lake First Nation	277 accounts	\$102,234
Manto Sipi Cree Nation	133 accounts	\$962,609
Marcel Colomb First Nation	14 accounts	\$177
Mathias Colomb First Nation	332 accounts	\$219,857
Misipawistik Cree Nation	222 accounts	\$177,892
Mosakahiken Cree Nation	214 accounts	\$165,863
Nischawayaksihk Cree Nation	443 accounts	\$170,070
Northlands Dene First Nation	160 accounts	\$90,887
Norway House Cree Nation	1,178 accounts	\$812,869
Opaskwayak Cree Nation	736 accounts	\$451,824
O-PIPON-NA-PIWIN	234 accounts	\$396,359
Oxford House First Nation	427 accounts	\$325,259
Pimicikamak Cree Nation	942 accounts	\$4,844,041
Red Sucker Lake First Nation	224 accounts	\$109,629
Sapotaweyak Cree Nation	242 accounts	\$159,122

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Sayisi Dene First Nation	135 accounts	\$6,517
Shamattawa First Nation	180 accounts	\$53,802
St Theresa Point First Nation	536 accounts	\$318,492
Tataskweyak Cree Nation	393 accounts	\$218,520
War Lake First Nation	31 accounts	\$12,971
Wasagamack First Nation	255 accounts	\$114,366
Wuskwi Sipiik First Nation	54 accounts	\$40,563
York Factory First Nation	127 accounts	\$63,746

Manitoba Hydro is unable to provide the breakdown for the First Nation Education accounts, as given the number of such customers within each community, providing this information may result in the disclosure of individual customer information.

Manitoba Hydro does not track billed electricity consumption associated with accounts in arrears. Account arrears can be associated with more than one timeframe and more than one premise as customers move to a new premise.

MKO/MH I-4

**Subject: MKO First Nation Accounts – Disconnection and Reconnection Policy
and Procedures**

Reference: PUB Order No. 14/08

- a) **Please confirm that no MKO First Nation receives natural gas services or
supplies from the Manitoba Hydro/Central Gas natural gas distribution system;**

ANSWER:

Confirmed.

MKO/MH I-4

Subject: MKO First Nation Accounts – Disconnection and Reconnection Policy and Procedures

Reference: PUB Order No. 14/09

- b) Please confirm whether the Manitoba Hydro/Centra Gas - Gas and Combined Gas/Electric Services Disconnection and Reconnection Policy and Procedures which is attached at Schedule “A” to Order No. 14/08 applies to electricity customers in the MKO First Nations;**

ANSWER:

Not confirmed. The Manitoba Hydro/Centra Gas – Gas and Combined Gas/Electric Services Disconnection and Reconnection Policy and Procedures which is attached as Schedule “A” to Order 14/08 applies to customers with gas or combined natural gas and electricity services; it does not apply to customers with electricity service only, which would include the MKO First Nations communities.

MKO/MH I-4

Subject: MKO First Nation Accounts – Disconnection and Reconnection Policy and Procedures

Reference: PUB Order No. 14/10

- c) **Please indicate any provision of the Manitoba Hydro/Centra Gas - Gas and Combined Gas/Electric Services Disconnection and Reconnection Policy and Procedures which does not apply to electricity customers in the MKO First Nation communities;**

ANSWER:

Please see Manitoba Hydro's response to MKO/MH I-4(b).

MKO/MH I-4

**Subject: MKO First Nation Accounts – Disconnection and Reconnection Policy
and Procedures**

Reference: PUB Order No. 14/11

- d) Please provide or indicate any other disconnection and reconnection policy
and procedure which may also apply to electricity customers in the MKO First
Nation communities.**

ANSWER:

Please refer to the attached responses to CAC/MSOS/MH I-100 (d) and (e), which was filed
in conjunction with Manitoba Hydro's 2010/11 & 2011/12 General Rate Application.

CAC/MSOS/MH I-100

Subject: Disconnection and Arrears

d) What steps does Manitoba Hydro take when residential accounts are in arrears?

ANSWER:

Manitoba Hydro works with the customer 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 encourage flexibility in working around the customer's paydays, child tax benefits, pension income, etc., and allows for changes to the previously agreed upon payment arrangement. Staff work within the customer's ability to pay, taking into consideration family circumstances such as unexpected health concerns, 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.

Customers experiencing financial difficulties are also advised of the various social agencies that might be able to help, including Neighbours Helping Neighbours, Employment and Income Assistance or Community Financial Counselling Services. Customers are also informed of the Low Income Energy Efficiency Home Program (LIEEHP) and, if interest is expressed, a package of information is sent to customers who may qualify for the program.

The following steps are taken on residential accounts in arrears:

<p><u>Day 1:</u> Monthly energy bill due date. The monthly bill is due approximately 15 days after issue for energy consumed in the month leading up to the billing date.</p>
<p><u>Day 30:</u> Manitoba Hydro attempts to initiate contact with the customer by printing a "Friendly Reminder" message on their bill when there is a minimum of \$20 in 30 day arrears. The purpose of the reminder is to prompt the customer to pay their bill or to contact Manitoba Hydro to make payment arrangements.</p> <p>A "Social Services" Insert is sent to residential combined gas/electric accounts when there is a minimum of \$50 in 30 day arrears as per PUB Order 14/08. A Social Services message</p>

is also printed on the bill along with the inclusion of a bill insert identifying where to obtain financial assistance, if required. The Social Services insert advises that, in the absence of a payment arrangement, their services could be subject to collection activity.

Day 60:

Without an active payment arrangement at 60 days, the “Important Past Due” message is printed on the bill when there is a minimum of \$100 in 60 day arrears (\$50 for apartments). The Important Past Due message advises the customer to pay their arrears or contact Manitoba Hydro to make a payment arrangement by the due date of the bill or their account will be subject to further collection action.

For electrically heated houses, the “Important Past Due” message is not printed during the voluntary weather moratorium period. Instead, the “Legal” bill message is printed. (See Below.)

Day 76:

Residential accounts without payment arrangements are listed in the Electronic Work Queue (EWQ) for outbound telephone follow-up at Day 76 (one day past the due date of the 60 Day bill) if there is a minimum of \$100 in 60 day arrears (\$50 for apartments).

If contact can not be made with the customer by phone then the Hand Delivered Disconnection/Load Limiting Notice will be issued and delivered to the property. This notice advises the customer that unless payment or payment arrangements are made their services will be subject to collection activity.

Day 83:

A Disconnection for Non-Payment (DNP)/Load Limiting Service Order will print if: records indicate contact was made with the customer within the last 60 days; if there is a minimum of \$100 in 60 day arrears (\$50 for apartments); and, there is a minimum account balance of \$100.

The DNP/Load Limiting service order will print at Day 83 if the account cannot be resolved. During the heating season, load limiter service orders are manually generated for residential gas & combined gas/electric accounts.

Manitoba Hydro requires that customer contact be made prior to disconnection of service. The customer contact requirement is satisfied when the account is discussed with the customer over the phone, in person or when a hand delivered disconnection or load limiter notice is delivered to the residence.

Day 90:

Without an active payment arrangement at 90 days, the “Urgent Notice of Disconnection” message is printed on the bill when there is a minimum of \$100 in 90 day arrears (\$50 for apartments). The “Urgent Notice of Disconnection” advises the customer that their service is subject to collection activity. The customer must have received the 60 day arrears message to receive the 90 day message. Customers are listed in the EWQ and Manitoba Hydro staff attempt to make contact for the purpose of establishing a payment arrangement.

For electrically heated houses, the “Urgent Notice of Disconnection” message is not printed during the voluntary weather moratorium period. Instead, the “Legal” bill message is printed (see below).

Day 97:

DNP/Load Limiting Service Order will print if: records indicate contact was made with the customer within the last 60 days; if there is a minimum of \$100 in 90 day arrears (\$50 for apartments); and, there is a minimum account balance of \$100.

The DNP/Load Limiting service order will print at Day 97 if the account cannot be resolved. During the heating season, load limiter service orders are manually generated for residential gas & combined gas/electric accounts.

Manitoba Hydro requires that customer contact be made prior to disconnection of service. The customer contact requirement is satisfied when the account is discussed with the customer over the phone, in person or when a hand delivered disconnection or load limiter notice is delivered to the residence.

After Disconnection:

“Legal” bill message will print on Disconnected or Load Limited accounts. This bill message advises the customer that their account is subject to legal action.

CAC/MSOS/MH I-100

Subject: Disconnection and Arrears

e) **Please provide copies of Manitoba Hydro's disconnection policies.**

ANSWER:

Attached is a copy of Manitoba Hydro's Disconnection & Reconnection Policy for electric service customers and a copy of the PUB Order 14/08 related to natural gas and combined natural gas/electric services.

Residential Services - Electricity Billing (2105v)

20. Reconnection of the Same Customer

20.1 - General

A service will be reconnected preferably in the presence of the customer to avoid or minimize damage to appliances or other equipment.

A service that was disconnected for non-payment will be reconnected for the same customer when all overdue amounts owing on the electricity account are paid as follows (in order of preference):

- a) in full;
- b) by short-term payment arrangement if there are extenuating circumstances; or
- c) by other payment arrangements (see Corporate Policy G1-4, Ref. 144 regarding approval).

20.2 - Reconnection Fee

A reconnection fee will be required as follows unless approval is obtained to waive the charge (see Corporate Policy G1-4, Ref. 144 regarding approval).

A reconnection fee (and appropriate GST) will be required:

- when a customer's electrical service has been reconnected after being disconnected for non-payment, or
- when a customer's electrical service has been previously disconnected and is being reconnected with a load restrictor device installed during the non-heating season, May 15th to September 14th, or
- when a load restrictor device has been removed from the electrical service and the customer has been restored to full service.

A reconnection fee is not to be applied:

- when a customer with both natural gas and electric service at the same premise has a load restrictor device installed on their electrical service during the period of September 15th to May 14th

Effective April 1, 2000 the reconnection fee will be as follows:

- a) during normal working hours - \$50;
- b) outside normal working hours - \$65; or
- c) If special conditions exist, such as travel to a remote area or repeated reconnection of the same service for the same customer, the full cost of reconnection will be charged to the customer (see Corporate Policy G1-4, Ref. 144 regarding approval)

21. Collection Action

21.1 - General

Outstanding accounts will be subject to collection action in accordance with CPA2105, V Appendix 'A' Collection Procedures.

21.2 - Late Payment Charge

The Corporation may charge a late payment charge on an outstanding balance equal to or greater than \$21 on a customer's account.

The late payment charge is calculated and compounded monthly on the outstanding balance at a rate of 1.25% per month (nominal rate of 15% per annum). This equates to an effective rate of 16.08% per annum.

21.3 - NSF Cheque Fee

The Corporation will charge a fee of \$20 on cheques returned by the bank for non-sufficient funds.

21.4 - Disconnection of Service

If a customer's account becomes delinquent, the Corporation may at its option, disconnect the service in accordance with the Manitoba Hydro Act. Disconnection procedures will normally be applied to accounts exceeding \$100 and will usually commence the due date of the third unpaid bill for residential accounts.

Prior to starting disconnection procedures, the Corporation may review the following:

- a) alternate payment arrangements;
- b) conditions for deferring disconnection; or

c) installation of load restricting device.

21.5 - Alternate Payment Arrangements

Prior to disconnecting a delinquent account, the Corporation will consider alternate payment arrangements as follows (see Corporate Policy G1-4, Ref. 144 regarding approval):

a) if there are conditions for deferring disconnection (see CPA2105,V Collection Action; Conditions for Deferring Disconnection for details), the following alternate payment arrangements should be considered:

i) payment of current bill plus arrangements equivalent to the amount required to pay arrears over 4 equal bi-weekly installments; or

ii) in special circumstances a reasonable initial payment with arrangements for the orderly repayment of arrears plus full payment of current bills (not normally exceeding 5 months).

b) Customers who fail to keep their previously agreed upon payment arrangements should be contacted for the missed payment. In the case of repeat offenders who fail to keep their arrangements, disconnect action may be implemented even though the account is less than 90 days in arrears;

c) if there are no extenuating circumstances, advise customer to pursue other financial arrangements immediately and suspend further action for a reasonable time, (not normally exceeding 5 business days) if customer agrees to do so.

Note: Advise Credit & Collections Section of Residential customers in bankruptcy.

21.6 - Conditions for Deferring Disconnection

Conditions for deferring disconnection include, but are NOT necessarily limited to, the following situations:

a) young children, senior citizens or mentally or physically disabled persons occupying residence;

b) occupant uses life supporting apparatus, (rocking bed, iron lung resuscitator, kidney dialysis machine etc.);

c) outside temperature is near or below freezing and there is no other source of heating;

d) a reasonable billing dispute between the customer and the Corporation exists;

- e) the Rentalsman's office is involved;
- f) temporary unemployment, temporary financial distress, or other extenuating circumstances.

21.7 - Load-Restriction Device

A load-restriction device may be installed to minimize service capacity for a delinquent account customer unless primary electric space heating is required. The customer must be advised on its purpose and how it can be reset. The load-restriction device may be removed as follows:

- a) upon payment of account, to restore full service capacity; or
- b) upon failure of customer to make suitable payment arrangement, to fully disconnect the service.

21.8 - Disconnection Procedures

If the decision is made to disconnect a service for non-payment the following factors must be considered:

- a) ensure notice has been given to the customer by one of the following methods in order of preference:
 - i) by telephone;
 - ii) in person;
 - iii) in writing (disconnection notification sent to the customer); or
 - iv) by traceable mail, in order of preference;
 - express post;
 - certified mail;
 - registered mail
- b) ensure that the customer has been allowed time to prepare against loss of perishable food and damage to water pipes which would result from service disconnection in the winter;
- c) whenever possible, arrange disconnection of the service;
 - i) in the customer's presence;

ii) normally from Monday to Thursday; and

iii) before noon.

NOTE: If heating is affected, only upon approval (see Corporate Policy G1-4, Ref. 144 regarding approval) will disconnection of a service occur.

Residential Services
Appendix A - Collection Procedures (2105 V-A)

Functional Responsibilities for Collection Procedures		
Type of Account	Criteria	Responsibility
Active Accounts	Delinquent Account: a) Residential Service-Three bills past due; b) EPP accounts with arrears ratio 2.0 or greater.	District Operator or Operating Supervisor
Final Accounts	Until district collection action is complete up to 149 days after the final bill is issued unless payments are being received. Responsibility includes: a) contacting customer by telephone b) collection letters c) skip tracing activity	District Operator or Operating Supervisor
	Once district collection activity is complete or 149 days after the final bill is issued	Credit and Collections Supervisor

Special Electricity Accounts	<p>If classified as special accounts for any of the following reasons:</p> <ul style="list-style-type: none"> a) government or welfare accounts; b) in bankruptcy or proposals; c) in receivership; d) bailiff action is warranted; e) legal action is warranted; f) collection agency involvement; g) subject of confidential credit report which indicates that immediate collection is warranted; h) requires Rentalsman's office involvement; i) all loan programs; j) designated as Head Office responsibility including Bad and Doubtful and Write-Off account k) builders liens 	Credit and Collections Supervisor
Non-electricity Accounts	Miscellaneous Billings	Credit and Collections Supervisor

Last Revised: 2000 03 28

MANITOBA) Order No. 14/08
)
THE PUBLIC UTILITIES BOARD ACT) February 29, 2008

BEFORE: Graham F. J. Lane, CA, Chairman
Len Evans, LLD, Member
Monica Girouard, CGA, Member

CENTRA GAS MANITOBA INC. - AN ORDER
APPROVING GAS AND COMBINED GAS/ELECTRIC
SERVICES DISCONNECTION AND RECONNECTION
POLICY AND PROCEDURES

Board Order No. 14/08
February 29, 2008
Page 2 of 3

The Public Utilities Board (Board) in Order No. 13/04 dated February 13, 2004, approved the conditions precedent and procedures of Centra Gas Manitoba Inc. (Centra) known as Service Disconnection and Reconnection Policy and Procedures for the discontinuance of service as set out in Section 104.1(6) of *The Public Utilities Board Act*.

In Order No. 131/04 dated October 28, 2004, the Board allowed *inter alia* Manitoba Hydro to provide a single bill to customers reflecting the combined cost of receiving gas and electric services.

The current Service Disconnection and Reconnection Policy and Procedures as approved is designed to meet the conditions applicable to gas customers who receive their gas bills separate from their electric bills. The introduction of a single bill from Manitoba Hydro reflecting both gas and electricity charges prompted a review of these Procedures and Policies.

The Disconnection and Reconnection Policy and Procedures approved in this Order now includes all customers who have both gas and electric service and applies to arrears in both the gas and electric accounts as reflected in a single bill. This Order allows for the installation of an electrical load limiter at any time of the year where the customer's bill is in arrears. Centra is also required to reconnect the gas service by October 1 of each year thereby eliminating the potential risk of harm to a customer because of a lack of heat. Customers will have the

Board Order No. 14/08
February 29, 2008
Page 3 of 3

right to appeal to the Board the disconnection and reconnection of service including the installation of the load limiter.

Centra is obligated to conduct an assessment of a customer's ability to reset the electrical load limiter as well as other risks to the customer. A risk assessment is also required for all disconnected customers. In the circumstance where a customer poses a threat to the safety or well-being of Centra's employees or agents, Centra will need to take all the necessary precautions for the protection of its staff and agents when visiting the premises for the purpose of reconnection.

IT IS THEREFORE ORDERED THAT:

1. The Service Disconnection and Reconnection Policy and Procedures attached as Appendix "A" and effective February 29, 2008 BE AND IS HEREBY APPROVED.

THE PUBLIC UTILITIES BOARD

"GRAHAM F. J. LANE, CA"
Chairman

"H. M. SINGH"
Acting Secretary

Certified a true copy of
Order No. 14/08 issued by The
Public Utilities Board

Acting Secretary

**Manitoba Hydro/Centra Gas
Gas and Combined Gas/Electric Services Disconnection and Reconnection
Policy and Procedures**

(This document replaces Board Order No. 13/04 pursuant to Sec. 104 of The Public Utilities Board Act.)

POLICY AND PROCEDURES

1.0 PURPOSE:

The purpose of this document is to outline and define the disconnection and reconnection policies and procedures for customers with gas or combined gas/electric services.

Disconnection, in accordance with the steps outlined in the following policy and procedures, will occur if a customer is in arrears and full payment or payment arrangements suitable to the Company have not been made.

Reconnection, in accordance with the following policy and procedures, will occur as soon as it is reasonably possible after the account returns to good standing.

2.0 Scope:

The policy and procedures apply to customers with gas or combined gas/electric services. Procedures are detailed to reflect the variety of situations that may occur for each of the following customer segments as a result of the introduction of the consolidated billing statement. The policy and procedures that follow do not apply to customers with electric only service.

Customer segments include:

2.1 Residential owners and tenants responsible for gas and combined gas/electric services

2.2 Residential landlords responsible for providing tenant gas and combined gas/electric services covered under *The Residential Tenancies Act* (C.C.S.M. c R119)

2.3 Mixed Use Residential/Non-residential

For purposes of this Policy and Procedures, "mixed use residential/non-residential premises" is defined as all premises in which there is a mix of residential and non-residential uses, where the person occupying the premises is billed for provision of the gas or combined gas/electric services.

2.4 Commercial Customers

Commercial customers will receive notice prior to disconnection and actual disconnections will occur throughout the year. In exceptional circumstances these procedures may be varied by the Company for Commercial premises where, in its opinion, the Company is at substantial risk regarding the collection of outstanding arrears.

**Manitoba Hydro/Centra Gas
Gas and Combined Gas/Electric Services Disconnection and Reconnection
Policy and Procedures**

3.0 POLICY:

3.1 The consolidated billing statement may include any individual product or service (gas, electric, loans or other charges) on separate billing statements or any combination of products and services on a single billing statement submitted to the customer by Centra Gas and/or Manitoba Hydro or by Manitoba Hydro on behalf of Centra Gas.

3.2 The Company will normally confine collection activity to the person(s) identified on the account who requested the service(s) with an implied agreement to pay or the person or agency who has agreed to pay for the service(s), with the following exception: where a reasonable person would expect that a customer not named on the bill is implicitly responsible for the service(s), i.e. husband or wife (legal or common-law), that person will also be presumed to have liability for the outstanding balance.

3.3 The Manitoba Hydro/Centra Gas, Gas and Combined Gas/Electric Services Disconnection and Reconnection Policy and Procedures are subject to the Public Utilities Board's (Board) review, approval and supervision. The Company agrees that the Board act as a review body with respect to combined gas/electric service(s) disconnection or reconnection policy and procedures. The Board may, on its own initiative, or at the request of a customer, review the Company's actions and make recommendations with respect to same.

3.4 Every effort will be made by the Company to resolve outstanding accounts, disconnection and reconnection issues directly with its customers. If a solution cannot be reached on a gas or combined gas/electric service(s) disconnection or reconnection, the customer may apply to the Board for dispute resolution.

3.5 Customers may direct payment application to any individual product or service on their consolidated billing statement; however, failure to bring the account to good standing will result in applicable disconnection procedures for gas and/or electric services from May 15 to September 30, or electric limited service at any time during the year.

3.6 Disconnection for non-payment can only occur from May 15 to September 30 on gas and combined gas/electric services in arrears. Disconnection will not occur on gas or combined gas/electric services for occupied residential premises from October 1 to May 14. A "Load Limiter" may be installed at any time except where there is no access or for safety or technical reasons.

3.7 By September 30, where gas is the heat source, gas and combined gas/electric services disconnected for non-payment will be reconnected and the electric service shall be load limited except as provided for in clauses 3.6 and 3.13.

3.8 Load limiters may be maintained until the account returns to good standing. If the customer's consolidated billing statement remains in arrears after May 14 the load limiter may be removed and the gas and/or electric service(s) will be subject to disconnection.

**Manitoba Hydro/Centra Gas
Gas and Combined Gas/Electric Services Disconnection and Reconnection
Policy and Procedures**

<p>3.9 Up to September 30, gas disconnection will occur Mondays to Thursdays and is permissible on Fridays on condition that the Company provides the identical level of customer service between the hours of 9 a.m. and 2 p.m. on the Saturday following any Friday on which disconnection was completed. Customer service shall include responding to telephone inquiries, bill payment services, an opportunity to make payment arrangements and reconnection services.</p>
<p>3.10 If a customer has one billing statement for one or more products or services, arrears will be based on the outstanding account balance regardless of which product or service is in arrears. The gas or combined gas/electric services will be subject to the applicable disconnection procedures.</p>
<p>3.11 If a customer has separate billing statements for a single premise, and one billing statement is in arrears, all services will be subject to applicable disconnection procedures regardless of which billing statement is in arrears.</p>
<p>3.12 If a landlord is responsible for the provision of gas or combined gas/electric services to tenant occupied premises, arrears will be based on the outstanding account balance and will be subject to Residential Tenancy Branch (RTB) procedures at the tenant occupied premises. Landlords failing to bring their outstanding account balance to good standing will be subject to disconnection of services at their personal residence and any vacant premises under the same name.</p>
<p>3.13 At confirmed vacant premises, gas and combined gas/electric services may be disconnected during the heating season. The Company will keep records of all notification efforts and rationale for conclusion that the premises are vacant.</p>
<p>3.14 At suspected vacant premises, where gas or combined gas/electric services have been disconnected for non-payment, the Company will attempt to contact owners or landlords and keep records of all notification efforts. Such premises will be considered occupied until vacancy is confirmed.</p>
<p>3.15 This policy does not affect the Company's right to disconnect in times of emergency and/or for reasons of safety.</p>
<p>3.16 The Company will attempt to notify disconnected gas and combined gas/electric customers in writing or by phone, to advise if full payment or payment arrangements suitable to the Company are not made, electrical service may be load limited by the start of the next heating season.</p>
<p>3.17 Where the customer or any of the permanent residents of the premises appear to be physically incapable of resetting the load limiter or where the Company does not reasonably believe that the customer or any of the other permanent residents notified fully understands the consequences of load limited or disconnected service, the Company will fully reconnect service(s) and contact the appropriate social agency.</p>

**Manitoba Hydro/Centra Gas
Gas and Combined Gas/Electric Services Disconnection and Reconnection
Policy and Procedures**

3.18 The Company will keep current data of all disconnected gas, combined gas/electric and load limited residential customers in accordance with the following procedures.

3.19 The Company may seek Board exemption from full disconnection procedures when faced with customers who consistently and deliberately show patterns of payment avoidance and who clearly understand the consequences of their actions.

4.0 PROCEDURES

4.1 DISCONNECTION PROCEDURE

Steps 1, 2 and 3 must be followed on gas and combined gas/electric services in arrears after which gas and electric disconnection may occur from May 15 to September 30. A load limiter may be installed at any time of the year where the account is in arrears and notice has been provided.

Step 1

Customers shall receive a billing statement each month (first in sequence) for products and services from the previous billing period. The due date which appears on the bill shall be no less than 14 days after the billing date.

Step 2

If payment is not received prior to the next month's bill preparation (second in sequence), a message similar to the following and developed in collaboration with staff of the Board and Manitoba Hydro shall appear on the billing statement:

“Our records indicate your account is past due. Please give this your prompt attention. If payment or payment arrangements have been made, kindly disregard this notice.

[The following is applicable to residential premises including the mixed use residential/non-residential segment.]

“Information on service disconnection, limited electric service, payment arrangements and financial assistance is enclosed.”

The Company shall inform the customers about those social service agencies which may be in a position to offer assistance.

Step 3

If payment is not received prior to the preparation of the next month's bill (third in sequence), a message similar to the following and developed in collaboration with staff of the Board and Manitoba Hydro shall appear on the billing statement. Reconnection fees will be charged as approved by the Board from time to time:

**Manitoba Hydro/Centra Gas
Gas and Combined Gas/Electric Services Disconnection and Reconnection
Policy and Procedures**

IMPORTANT PAST DUE NOTICE

Your **account** is past due. If suitable payment arrangements or full payment of the arrears are not made on or before (enter Date {14 calendar days from date of issue}) your account will be subject to collection action which may include limited electric service or full disconnection of service(s). Please call the phone number on the front of your billing statement or pay in person at a Manitoba Hydro Office. If payment of the arrears has already been made, please notify Manitoba Hydro immediately. If payment arrangements have already been made kindly disregard this notice.

If your energy service(s) are limited or disconnected, full payment of the arrears balance plus a reconnect fee for each service will be required before service(s) are fully restored. A security deposit may also be required.

Customers may appeal the Company's action by contacting the Public Utilities Board.

Manitoba Hydro is not responsible for any damages or losses that may occur as a result of energy services which are limited or disconnected for non-payment. Please ensure you protect people, animals and property that may be impacted. Reconnect Fees will range from \$XX to \$XX plus GST.

4.2 Following completion of Steps 1, 2 and 3, disconnection may occur on gas and combined gas/electric services in arrears between May 15 and September 30. A load limiter may be installed once the Company has made contact with the customer to explain the load limiter and how to reset it. Contact may include in person or by telephone.

4.3 The following are exceptions to the above notice requirements before disconnection:

- (a) Where the customer's account was past due and where a payment arrangement was made and subsequently broken, the Company may load limit or disconnect the customer's service with 7 calendar days notice.
- (b) Where the customer's account was past due for products and services billed at a previous premise, the Company may, with 10 days notice, load limit or disconnect the customer's service at the new premise if the customer fails to make a payment arrangement.

4.4 A message similar to the following and developed in collaboration with staff of the Board and Manitoba Hydro shall appear on the billing statement where services have been load limited or fully disconnected:

Your account remains outstanding despite previous requests for payment. Failure to pay the outstanding account balance can jeopardize your credit rating and subject your account to legal action. If your electric service is currently load limited, your service(s) will be subject to full disconnection on or after May 15. Please call the phone number on the front of your billing statement or pay in person at a Manitoba Hydro Office. If payment of the arrears has already been made, please notify Manitoba Hydro immediately. If payment arrangements have already been made kindly disregard this notice.

**Manitoba Hydro/Centra Gas
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4.5 The load limiter will be removed when the account returns to good standing. If full payment of the arrears or payment arrangements, suitable to the Company, are not made the load limiter may be removed after May 14 and the gas and/or electric service(s) will be subject to disconnection.

4.6 Where the Company discovers unauthorized use of a disconnected or load limited service, the Company may re-establish the load limiter or disconnect the service and install an anti-tampering device, within the terms of this policy and procedures. If the disconnection between October 1 and May 14, the Company will contact the customer prior to full disconnection.

4.7 RECONNECTION PROCEDURE

No reconnection of service(s) shall occur unless full payment of the arrears or payment arrangements are made suitable to the Company including a reconnection fee. Reconnection terms may also include the payment of a security deposit.

For accounts that remain outstanding, where gas is the heat source, gas and electric services which had been disconnected for non-payment will be reconnected by September 30 and the electric service will be restricted with a load limiter.

A reconnection fee will be charged when service(s) are fully reconnected.

Gas and combined gas/electric service(s) will remain disconnected and a load limiter will not be installed under the following conditions:

- (a) Where the Company has attempted reconnection and is not allowed or unable to gain access to the premises; or
- (b) Where the property has been deemed vacant; or
- (c) For safety reasons including threats to the safety or well-being of the Company, its employees or agents; or
- (d) For technical reasons; e.g. A-base meters and the housing of certain meters are not compatible with load limiters.

4.8 The Company will attempt to notify all disconnected gas and combined gas/electric customers in writing or by phone, to advise if full payment or payment arrangements suitable to the Company are not made, electrical service may be load limited by the start of the next heating season.

Where contact occurs the Company must:

- (a) advise that electric service will be limited over the heating season to 15 amps and the consequences of the limited service, and

**Manitoba Hydro/Centra Gas
Gas and Combined Gas/Electric Services Disconnection and Reconnection
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- (b) advise that there is no requirement to maintain limited service at the end of the heating season and both gas and electric service may be fully disconnected, and
- (c) attempt to determine the customer's ability to understand the consequences with respect to load limited service, and
- (d) make a note on the Company record when the Company's representative believes that the customer has understood the consequences, and
- (e) If a load limiter is installed, the Company will provide the customer with a bilingual card explaining the maximum capacity of the load limited service and how to reset the load limiter if the maximum capacity is exceeded. Information provided to the customer will include a contact phone number.

REPORTING REQUIREMENTS

4.9 LOAD LIMITED SERVICE

The Company shall maintain a record of load limited services which will be made available to the Board upon request.

4.10 DISCONNECTED COMBINED GAS/ELECTRIC SERVICE

The Company shall correspond with the Board on or about September 15th and 30th, October 15th and 30th, November 30th and December 31st. The correspondence shall be in the form of a report entitled "Disconnected Residential Service Report" and will include all residential customers who remain disconnected, indicating:

- (a) Customer Name
- (b) Customer Number
- (c) Premise Number
- (d) Address
- (e) Employer Name
- (f) Total number of occupants on the premises, including persons under the age of 18, and persons who are disabled or elderly
- (g) Home and Work Phone Numbers
- (h) Current Account Balance
- (i) Referral to Social Service Agency
- (j) Referral to Child and Family Services
- (k) Owner/Tenant Code
- (l) Consequences Explained and Understood
- (m) Financial Difficulty
- (n) Disconnection Date Gas
- (o) Disconnection Date Electric

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- (p) Reconnection Date Gas
- (q) Reconnection Date Electric
- (r) Pending Reconnection Date Gas
- (s) Pending Reconnection Date Electric
- (t) Pending Load Limited Date
- (u) Vacant Date
- (v) Intentional Avoidance Date
- (w) Unavailable Date
- (x) Alternate Heating and Type
- (y) Safety Reasons
- (z) Technical Reasons

4.11 Additionally, the Company shall record the following information which the Board may request at any time:

- (a) payment arrangement details;
- (b) efforts made by the Company to contact the customer (bill messages, letters, telephone calls, personal visits) and the results of such efforts;
- (c) any evidence of customer either contacting, or being encouraged to contact an appropriate social agency;
- (d) if known, details of any follow-up action being undertaken by a social agency;
- (e) information indicating the presence of children, the elderly and the disabled;
- (f) results of title search where done.

Where there are children 12 and under, the matter will be referred in writing to Child and Family Services by September 15 or as soon as the facts are known.

4.12 The Company shall correspond with the Board on a weekly basis from May 15 to December 31, by providing statistical data for disconnected gas and combined gas/electric services. The correspondence shall include:

- (a) Total Disconnected To Date
- (b) Total Reconnected To Date
- (c) Current Week Disconnects
- (d) Current Week Reconnects
- (e) Remaining Disconnected
- (f) Pending Reconnections
- (g) Vacant
- (h) Intentional Avoidance
- (i) Remaining Disconnected
- (j) Face-to-Face Completed

**Manitoba Hydro/Centra Gas
Gas and Combined Gas/Electric Services Disconnection and Reconnection
Policy and Procedures**

4.13 Meetings can be held as needed with the Board and the Company's Credit and Recovery Services Manager or delegate. The purpose of these meetings would be to review specific accounts to ensure that customers' concerns (e.g. health, safety and financial interests) have been considered. The Board may conduct audits on these customers as they deem appropriate.

4.14 The above Policies and Procedures come into effect on February 29, 2008.

MKO/MH I-5

Subject: Application of Net Export Revenue to Reduce Diesel Cost of Service and Rates

Reference: Tentative Diesel Settlement Agreement

- a) **Please confirm whether the proposed rates to be effective April 1, 2014 take into account that commencing May 1, 2014, in accordance with the tentative Diesel Settlement Agreement and subject to PUB approval, a portion of Net Export Revenues will accrue to the benefit of the Diesel Communities and be applied so as to reduce the revenue requirement in the Diesel Communities and that the Diesel Communities will receive such an allocation of Net Export Revenues based on the same principles as applied to the similar Grid Customer class;**

ANSWER:

Not confirmed. Given that the Tentative Diesel Settlement Agreement has not been finalized and provided to the Public Utilities Board for approval, Manitoba Hydro has applied the proposed 3.95% increase on an across-the-board basis to all components of rates. This rate increase has been applied to both the grid portion of the rate structure and the full-cost portion of the rate applicable to general service and government customers in the four diesel served communities.

MKO/MH I-5

Subject: Application of Net Export Revenue to Reduce Diesel Cost of Service and Rates

Reference: Tentative Diesel Settlement Agreement

- b) Please indicate where in the Manitoba Hydro Application for Interim Electric Rates Effective April 1, 2014 the effect of the application of Net Export Revenues to reduce the revenue requirement in the Diesel Communities as described at a), above, is set out;

ANSWER:

Please see Manitoba Hydro's response to MKO/MH I-5(a).

MKO/MH I-5

Subject: Application of Net Export Revenue to Reduce Diesel Cost of Service and Rates

Reference: Tentative Diesel Settlement Agreement

- c) Please provide a table indicating the allocation of Net Export Revenue to each customer class effective May 1, 2014, the resulting reduction in the revenue requirement for each customer class in the Diesel Communities and the effect on the proposed rates for each class of Diesel customers.**

ANSWER:

Please see Manitoba Hydro's response to MKO/MH I-5(a).

MKO/MH I-6

Subject: Rate Relief for First Nation Customers: Removal of Mitigation Costs from Rates and Allocation of Greater Share of Net Export Revenue

Reference: PUB Order 117/07

Preamble: at page 44,

“MKO also favoured the creation of a new class for Hydro-affected customers residing on the waterways utilized by MH, a class to receive a specific sharing of net export revenue based on recognition of a fundamental change having occurred with respect to the understanding in place when First Nations entered into treaties and signed mitigation agreements with the Province. The change is, as previously indicated, the reliance on export sales; initially, the basis for northern generation plants was electricity for Manitobans.”

at page 47,

“The Board will also direct: (...) (e) MH is to file a report considering MKO’s suggestions, both with respect to cost and rate relief for First Nations customers now incurring rates partially based on mitigation costs, and to MH providing First Nations customers with a greater share of net export revenue based on MKO’s interpretations of previous understandings and agreements”.

- a) Please indicate the status of Manitoba Hydro’s consideration and report with respect to cost and rate relief for First Nations customers now incurring rates partially based on mitigation costs, and to Manitoba Hydro providing First**

Nations customers with a greater share of net export revenue based on MKO's interpretations of previous understandings and agreements;

ANSWER:

As provided in Tab 12 of the 2008 General Rate Application, dated August 01, 2007, Manitoba Hydro requested a meeting with INAC and MKO with respect to Directive 4h) of Order 117/06; however, at this time a response has not been received.

MKO/MH I-6

Subject: Rate Relief for First Nation Customers: Removal of Mitigation Costs from Rates and Allocation of Greater Share of Net Export Revenue

Reference: PUB Order 117/08

Preamble: at page 44,

“MKO also favoured the creation of a new class for Hydro-affected customers residing on the waterways utilized by MH, a class to receive a specific sharing of net export revenue based on recognition of a fundamental change having occurred with respect to the understanding in place when First Nations entered into treaties and signed mitigation agreements with the Province. The change is, as previously indicated, the reliance on export sales; initially, the basis for northern generation plants was electricity for Manitobans.”

at page 47,

“The Board will also direct: (...) (e) MH is to file a report considering MKO’s suggestions, both with respect to cost and rate relief for First Nations customers now incurring rates partially based on mitigation costs, and to MH providing First Nations customers with a greater share of net export revenue based on MKO’s interpretations of previous understandings and agreements”.

b) Please provide a copy of the report directed at item 4(e) of Order 117/06, page 78;

ANSWER:

Manitoba Hydro assumes that the directive in question in this request is Directive 4(h) of Order 116/07, which is related to the preamble. Please see Manitoba Hydro's response to MKO/MH I-6(a).

MKO/MH I-6

Subject: Rate Relief for First Nation Customers: Removal of Mitigation Costs from Rates and Allocation of Greater Share of Net Export Revenue

Reference: PUB Order 117/09

Preamble: at page 44,

“MKO also favoured the creation of a new class for Hydro-affected customers residing on the waterways utilized by MH, a class to receive a specific sharing of net export revenue based on recognition of a fundamental change having occurred with respect to the understanding in place when First Nations entered into treaties and signed mitigation agreements with the Province. The change is, as previously indicated, the reliance on export sales; initially, the basis for northern generation plants was electricity for Manitobans.”

at page 47,

“The Board will also direct: (...) (e) MH is to file a report considering MKO’s suggestions, both with respect to cost and rate relief for First Nations customers now incurring rates partially based on mitigation costs, and to MH providing First Nations customers with a greater share of net export revenue based on MKO’s interpretations of previous understandings and agreements”.

- c) Please confirm whether the Manitoba Hydro Application for Interim Electric Rates Effective April 1, 2014 reflects the matters described at a) and b), above, being rate relief for First Nations customers now incurring rates partially based**

on mitigation costs and Manitoba Hydro providing First Nations customers with a greater share of net export revenue.

ANSWER:

Not confirmed. Please see Manitoba Hydro's response to MKO/MH I-6(a).