

1 Q. Please confirm if it is standard practice for Hydro to notify its existing non-firm customers when  
2 a new non-firm customer applies for service.

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5 A. While Newfoundland and Labrador Hydro (“Hydro”) does not generally advise its customers  
6 when a new customer applies for service, in the case of its Labrador non-firm customers a new  
7 customer added to the region would possibly impact the amount of non-firm capacity the  
8 original customer or customers could access.<sup>1</sup> As such, Hydro would need to inform the existing  
9 customer that the available non-firm capacity would now be shared, or be further shared, such  
10 that the existing customer would possibly be required to reduce its usage. Hydro would not  
11 likely advise the existing customer at the time of the new customer application but instead  
12 would provide notice once the application was approved and the new customer was in the  
13 process of being connected, to ensure certainty in the information being provided.

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<sup>1</sup> Depending on the limits of the customer’s existing interconnection, the existing customer may not be accessing all non-firm capacity available to it and therefore may not be impacted by the addition of a new customer.