

**REFERENCE:**

2019/20 Electric Rate Application, Appendix 12

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

At page 1 of Appendix 12 of the Application, Manitoba Hydro indicates that the forecast being used for the number of First Nations On-Reserve Residential customers is 18,478.

The MKO member First Nations that receive services from Manitoba Hydro are the Nisichawayasihk Cree Nation, Tataskweyak Cree Nation, God's Lake First Nation, Pimicikamak Cree Nation, Mosakahiken Cree Nation, War Lake First Nation, Bunibonibee Cree Nation, Fox Lake First Nation, York Factory First Nation, Sayisi Dene First Nation, Wuskwi Sipihk Cree Nation, Misipawistik Cree Nation, Manto Sipi Cree Nation, Opaskwayak Cree Nation, Norway House First Nation, Mathias Colomb Cree Nation, Shamattawa 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, Granville Lake First Nation, and Sherridon First Nation.

**QUESTION:**

Of the 18,478 First Nations On-Reserve Residential customers forecast, please indicate, in 2018:

- a) How many consumed 2,000 kWh/month or more of electricity in at least one month?
- b) How many consumed 5,000 kWh/month or more of electricity in at least one month?
- c) Of those that consumed 5,000 kWh/month or more of electricity in at least one month, how many are located in MKO member First Nations?

**RATIONALE FOR QUESTION:**

To obtain information about whether electricity consumption patterns have changed since the 2017/18 & 2018/19 GRA, and to obtain information about the impact of the proposed rate increase on consumers facing energy poverty.

**RESPONSE:**

a) and b):

Bi-monthly meter readings, consumption estimates, or billing adjustments can cause a customer's monthly bill to exceed the thresholds as set out above for reasons other than actual monthly consumption. As these instances are not reflective of a single month's energy usage, Manitoba Hydro has not provided the information as posed above. Bill frequencies provide a more accurate depiction of monthly consumption, and as such Manitoba Hydro has provided a table below outlining the percentage of bills by monthly consumption for the First Nations On Reserve Residential class based on 2017/18 monthly bill frequencies.

% of FNOR Bills by Consumption Level

kWh / month	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
0-250 kWh	1.6%	2.0%	3.1%	5.3%	7.5%	5.6%	3.9%	3.0%	1.7%	1.3%	1.2%	1.5%	3.1%
250-750 kWh	2.1%	4.0%	10.2%	19.4%	25.6%	19.3%	10.3%	4.1%	2.8%	1.7%	1.5%	1.5%	8.5%
750-1000 kWh	1.6%	3.3%	9.6%	13.4%	15.6%	13.8%	7.7%	2.7%	1.5%	1.0%	1.1%	1.0%	6.0%
1000-2000 kWh	14.9%	27.4%	46.1%	42.7%	39.4%	46.3%	44.6%	18.3%	10.8%	6.1%	6.5%	9.8%	25.8%
2000-5000 kWh	69.4%	57.9%	29.5%	18.3%	11.4%	14.8%	32.8%	65.9%	68.2%	47.7%	56.7%	70.0%	45.5%
5000+ kWh	10.4%	5.5%	1.4%	0.9%	0.5%	0.3%	0.7%	5.9%	15.0%	42.2%	33.0%	16.3%	11.2%

c) The table below depicts the percentage of bills greater than 5,000 kWhs from MKO communities.

Bills in Excess of 5,000 kWh / month

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
MKO First Nation	70%	70%	41%	43%	37%	33%	37%	63%	72%	61%	64%	64%	64%
Non-MKO First Nation	30%	30%	59%	57%	63%	67%	63%	37%	28%	39%	36%	36%	36%

**REFERENCE:**

Board Order 59/18 p.265; and, Manitoba Hydro's response to PUB/MH I-49c

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

In recommendation 9 of Board Order 59/18, the Board recommended that Manitoba Hydro:

*Review demand side management programming for cost effectiveness and cease or modify spending on programs that are no longer cost effective, except for programs targeted at lower-income and First Nations on-reserve consumers.*

In Manitoba Hydro's response to 2019/20 GRA PUB/MH I-49b, Manitoba Hydro states:

*Given that the Province has directed a status quo approach and continuation of current DSM program offerings while responsibility for DSM transitions to Efficiency Manitoba, Manitoba Hydro has not undertaken any cost effectiveness assessments of its 2016/17 Power Smart Plan 15 Year Supplement.*

**QUESTION:**

Please indicate whether it is Manitoba Hydro's understanding that the directive from the Province to maintain a "status quo approach" with respect to DSM programs:

- a) allows Manitoba Hydro to increase spending on DSM programs targeted at lower-income and First Nations on-reserve consumers, including consumers in diesel-serviced communities, while responsibility for DSM transitions to Efficiency Manitoba;
- b) allows Manitoba Hydro to reallocate spending on DSM from other customer classes to lower-income and First Nations on-reserve consumers, including consumers in diesel-serviced communities, while responsibility for DSM transitions to Efficiency Manitoba.

**RATIONALE FOR QUESTION:**

To clarify Manitoba Hydro's approach to DSM spending in the test year with respect to lower-income and First Nations on-reserve consumers.

**RESPONSE:**

a) and b):

The directive from the Province to maintain a "status quo approach" with respect to DSM programs is to continue the delivery of existing programs and excludes the addition of new programs or initiatives not yet in market.

Each existing program is assessed individually based upon projected participation and current market information for 2019/20. If participation in the current DSM program offerings, including those targeted to lower-income and First Nations on-reserve customers, is anticipated to increase or decrease, then the budgets will be adjusted to reflect this forecast participation. Individual budgets based upon these revised participation projections and market conditions are aggregated to become the overall budget for 2019/20 DSM Plan. No reallocation of DSM spending between customer classes is contemplated at this time.

This approach is similar to that taken in developing the 2018/19 1-year plan and is reflected in the 2019/20 DSM budgets presented in the Supplement to the 2019/20 Electric Rate Application.

**REFERENCE:**

2019/20 Electric Rate Application, 35, Figure 3.1 “Additional Revenues by Customer Class”

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

**QUESTION:**

Please complete the following table in the format of Figure 3.1 of the Application showing additional revenues by customer class in the test year if the proposed 3.5% rate increase is applied on an across-the-board basis:

<b>CUSTOMER CLASS</b>	<b>2019/20 ADDITIONAL \$(000S)</b>
Residential (excluding First Nations On-Reserve Residential and Residential Diesel)	
First Nations On-Reserve Residential	
Residential Diesel	
General Service (GS) Small (excluding GS customers in diesel communities)	
GS customers in diesel communities	
GS Medium	7,400
GS Large	13,600
Area & Roadway Lighting	800
Miscellaneous	200
<b>Total General Consumers Revenue</b>	<b>58,800</b>

**RATIONALE FOR QUESTION:**

To clarify Manitoba Hydro’s calculations with respect to additional revenues by customer class for the test year if the proposed rate increase is approved.

**RESPONSE:**

Manitoba Hydro's application before the PUB requests a 3.5% increase on an across the board basis for the 2019/20 test year. Please see Appendix 10 Updated, filed on February 14, 2019 with the Supplement to the 2019/20 Electric Rate Application for the breakdown of the additional revenue by customer class with the 3.5% rate increase applied on an across-the-board basis.

**REFERENCE:**

2019/20 Electric Rate Application, p.40

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

At page 40 of the Application, Manitoba Hydro states:

*In addition to average prices, a comparison of monthly bills aids in providing context for what customers in each jurisdiction are paying on a monthly basis. The charts provided in Figures 3.4 to 3.8 compare projected monthly bills for major Canadian cities in 2019/20.*

The MKO member First Nations that receive services from Manitoba Hydro are the Nisichawayasihk Cree Nation, Tataskweyak Cree Nation, God's Lake First Nation, Pimicikamak Cree Nation, Mosakahiken Cree Nation, War Lake First Nation, Bunibonibee Cree Nation, Fox Lake First Nation, York Factory First Nation, Sayisi Dene 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, Barren Lands First Nation, Sapotaweyak Cree Nation, Northlands Denesuline First Nation, Chemawawin First Nation, Marcel Colomb First Nation, O-Pipon-Na-Piwin Cree Nation, Granville Lake First Nation, and Sherridon First Nation.

**QUESTION:**

Please provide a comparison in the form of a chart, similar to Figure 3.4 of the Application, showing projected average residential monthly bills, not including taxes, in Winnipeg as compared to each of the MKO member First Nations that receive electricity service (including the diesel communities) from Manitoba Hydro in the test year if the proposed 3.5% rate increase is applied on an across-the-board basis. Please show residential consumption of:

- i. 1,000 kWh/month;
- ii. 2,000 kWh/month; and,
- iii. 5,000 kWh/month

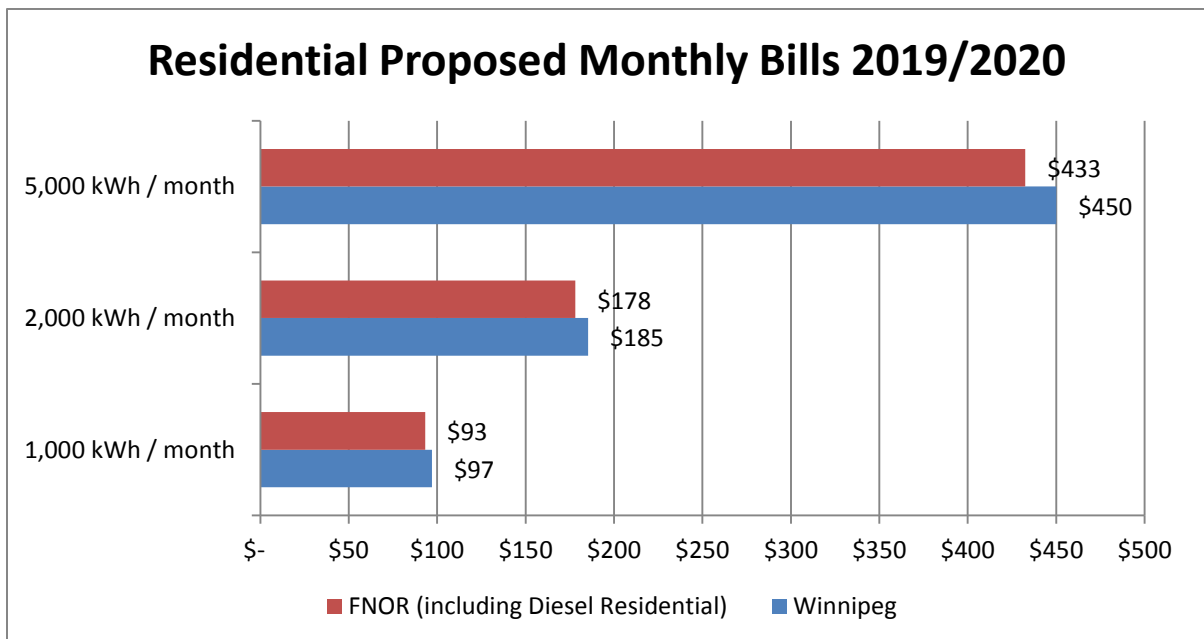


**RATIONALE FOR QUESTION:**

To provide additional context about monthly bills paid by various consumers and to clarify the potential impacts of the proposed rate increase on consumers facing energy poverty in First Nations in northern Manitoba.

**RESPONSE:**

As per uniform rates legislation, up until the implementation of the First Nations on Reserve (FNOR) Residential class on June 1, 2018, all residential customers in Manitoba, regardless of their geographical location, paid the same rates. On a pre-tax basis, prior to the implementation of the FNOR residential class, customers would have had the same monthly bill if their monthly consumption levels were the same. Since the implementation of the FNOR residential class, customers within that class pay approximately 4% less than all other residential customers in the province for the same level of consumption. The graph below provides the requested information which reflects the 0% rate increase in 2018/19 and assumes an across the board implementation on June 1, 2019 of the requested 3.5% rate increase for 2019/20.



**REFERENCE:**

2019/20 Electric Rate Application, Appendix 12

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

At page 1 of Appendix 12 of the Application, Manitoba Hydro indicates that the forecast being used for the number of Residential Diesel customers is 596.

**QUESTION:**

Of the 596 Residential Diesel customers forecast, please indicate, in 2018:

- a) How many consumed 1,000 kWh/month or more of electricity in at least one month?
- b) How many consumed 2,000 kWh/month or more of electricity in at least one month?
- c) How many consumed 5,000 kWh/month or more of electricity in at least one month?

**RATIONALE FOR QUESTION:**

To obtain information about the potential impacts of the proposed rate increase on Diesel customers.

**RESPONSE:**

Bi-monthly meter readings, consumption estimates, or billing adjustments can cause a customer's monthly bill to exceed the thresholds as set out above for reasons other than actual monthly consumption. As these instances are not reflective of a single month's energy usage, Manitoba Hydro has not provided the information as posed. Bill frequencies provide a more accurate depiction of monthly consumption, and as such Manitoba Hydro has provided a table below outlining percentage of bills by monthly consumption for the Diesel Residential class based on 2017/18 monthly bill frequencies.

% of Residential Diesel Bills by Consumption Level

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
0-250 kWh	29.8%	5.1%	17.7%	7.1%	17.2%	4.4%	12.2%	4.4%	9.3%	5.9%	4.0%	10.8%	11.0%
250-750 kWh	23.8%	26.7%	18.6%	27.4%	32.8%	22.2%	24.0%	20.1%	19.0%	16.5%	16.7%	27.6%	23.2%
750-1000 kWh	7.1%	9.6%	18.2%	19.8%	14.3%	17.4%	13.8%	11.2%	11.4%	11.1%	14.4%	16.4%	13.6%
1000-2000 kWh	23.1%	38.5%	39.2%	42.0%	24.6%	49.6%	44.1%	54.5%	42.6%	46.6%	49.2%	36.4%	40.2%
2000-5000 kWh	14.3%	17.9%	5.7%	3.7%	10.0%	5.9%	5.9%	9.6%	17.1%	19.8%	15.0%	8.1%	11.2%
5000+ kWh	2.0%	2.3%	0.6%	0.0%	1.0%	0.4%	0.0%	0.2%	0.7%	0.0%	0.8%	0.7%	0.8%

**REFERENCE:**

2019/20 Electric Rate Application, Appendix 12

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

At page 3 of Appendix 12 of the Application, Manitoba Hydro indicates that the forecast being used for the number of General Service Diesel customers is 117.

**QUESTION:**

Of the 117 General Service Diesel customers forecast, please indicate, in 2018:

- a) How many consumed 2,000 kWh/month or more of electricity in at least one month?
- b) How many consumed 5,000 kWh/month or more of electricity in at least one month?

**RATIONALE FOR QUESTION:**

To obtain information about the potential impacts of the proposed rate increase on Diesel customers.

**RESPONSE:**

Bi-monthly meter readings, consumption estimates, or billing adjustments can cause a customer's monthly bill to exceed the thresholds as set out above for reasons other than actual monthly consumption. As these instances are not reflective of a single month's energy usage, Manitoba Hydro has not provided the information as posed above. Bill frequencies provide a more accurate depiction of monthly consumption for the Diesel General Service class, and as such Manitoba Hydro has provided a table below outlining the percentage of bills by monthly consumption based on 2017/18 monthly bill frequencies.

% of General Service Diesel Bills by Consumption Level

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
0-1000 kWh	67.3%	46.2%	68.0%	59.5%	60.3%	60.0%	56.5%	54.7%	55.8%	46.9%	43.3%	41.7%	55.3%
1000-2000 kWh	14.0%	18.2%	10.7%	17.9%	9.5%	14.1%	16.0%	17.9%	15.3%	21.9%	25.6%	20.8%	16.6%
2000-5000 kWh	8.8%	18.2%	9.8%	10.7%	16.4%	11.8%	10.5%	11.3%	10.8%	10.4%	15.6%	13.1%	12.3%
5000+ kWh	9.9%	17.4%	11.5%	11.9%	13.8%	14.1%	17.0%	16.0%	18.2%	20.8%	15.6%	24.3%	15.9%

**REFERENCE:**

2019/20 Electric Rate Application, Appendix 13; and, Manitoba Hydro's response to 2017/18 & 2018/19 MKO/MH I-7a-d

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

At page x of Appendix 13 of the Application, Manitoba Hydro states:

*Working with First Nation Communities, the Indigenous Power Smart Program provides free basic energy saving measures and free insulation along with funding which creates employment for members in the community to complete the installation. Over 5,900 total homes have been retrofitted through the program, generating equivalent full time jobs of First Nation employment.*

The MKO member First Nations that receive services from Manitoba Hydro are the Nisichawayasihk Cree Nation, Tataskweyak Cree Nation, God's Lake First Nation, Pimicikamak Cree Nation, Mosakahiken Cree Nation, War Lake First Nation, Bunibonibee Cree Nation, Fox Lake First Nation, York Factory First Nation, Sayisi Dene 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, Barren Lands First Nation, Sapotaweyak Cree Nation, Northlands Denesuline First Nation, Chemawawin First Nation, Marcel Colomb First Nation, O-Pipon-Na-Piwin Cree Nation, Granville Lake First Nation, and Sherridon First Nation.

**QUESTION:**

- a) Of the "over 5,900 total homes" that have been retrofitted through the Indigenous Power Smart Program, please provide an update since the 2017/18 & 2018/19 GRA as to how many have been in MKO member First Nations;
- b) Discounting replacement of shower heads and light bulbs, how many residences in MKO member First Nations have had any Power Smart program applied to them, broken down by community, since the 2017/18 & 2018/19 GRA to date?

- c) Please provide the total dollar value of Manitoba Hydro’s DSM spending in MKO member First Nations in 2018, excluding the diesel communities.
- d) Please provide the total dollar value of Manitoba Hydro’s DSM spending in the four Diesel communities in 2018.

**RATIONALE FOR QUESTION:**

To obtain information with respect to Manitoba Hydro’s current spending on DSM and availability of DSM programs for customers in First Nations in northern Manitoba.

**RESPONSE:**

- a) There has been 1,939 homes retrofitted and \$1,158,052 spent in MKO member First Nations through the Indigenous Energy Efficiency Program. The following chart shows there have been an additional 308 homes retrofitted in MKO member First Nations from July 1, 2017 to date.

Name of MKO Community	Total Program Participation to June 30, 2017	Participation July 1, 2017 to January 31, 2019
Barren Lands First Nation(Brochet)	52	0
Bunibonibee Cree Nation (Oxford House)	45	41
Chemawawin Cree Nation (Easterville)	45	0
Fox Lake First Nation (Gillam)	40	18
God's Lake First Nation (God's Lake Narrows)	118	19
Manto Sipi Cree Nation (God's River)	86	0
Marcel Colomb First Nation Black Sturgeon (Lynn Lake)	0	0
Mathias Colomb Cree Nation (Pukatawagan)	55	25
Misipawistik (Grand Rapids)	126	0
Mosakahiken (Moose Lake)	29	0
Nisichawayasihk (Nelson House)	380	70
Northlands Dene (Lac Brochet)	47	0
Norway House	15	0

Name of MKO Community	Total Program Participation to June 30, 2017	Participation July 1, 2017 to January 31, 2019
Opaskwayak Cree Nation (OCN)	214	60
O-Pipon-Na-Piwin (South Indian Lake)	25	0
Pimicikamak Cree Nation (Cross Lake)	96	18
Sapotaweyak (Pelican Rapids)	61	0
Sayisi Dene (Tadoule Lake)	67	40
Shamattawa	15	0
Tataskweyak (Split Lake)	39	17
War Lake (Ilford)	0	0
Wuskwi Sipiik (Birch River)	24	0
York Factory (York Landing)	52	0

- b) Excluding the replacement of shower heads and light bulbs, the remaining residential energy efficiency programs include: Refrigerator Retirement, New Homes, HRV Controls, Home Energy Efficiency Loan and PAYS Financing, Community Geothermal, and the Smart Thermostat and Appliance rebate programs which ran in 2017. Of these, there have been a total of 14 participants in the Refrigerator Retirement program and 123 participants in the Home Energy Efficiency Loan.

	Total Program Participation to June 30, 2017	Participation July 1, 2017 to January 31, 2019
<b>Name of MKO Community</b>	<b>Refrigerator Retirement Program</b>	
Barren Lands First Nation (Brochet)	0	0
Bunibonibee Cree Nation (Oxford House)	2	0
Chemawawin Cree Nation (Easterville)	0	0
Fox Lake First Nation (Gillam)	0	0
God's Lake First Nation (God's Lake Narrows)	0	0
Manto Sipi Cree Nation (God's River)	1	0
Marcel Colomb First Nation Black Sturgeon (Lynn Lake)	0	0
Mathias Colomb Cree Nation (Pukatawagan)	0	0
	<b>Total Program</b>	<b>Participation July 1,</b>



	Participation to June 30, 2017	2017 to January 31, 2019
Name of MKO Community	Refrigerator Retirement Program	
Misipawistik (Grand Rapids)	1	0
Mosakahiken (Moose Lake)	2	0
Nisichawayasihk (Nelson House)	2	2
Northlands Dene (Lac Brochet)	0	0
Norway House	0	0
Opaskwayak Cree Nation (OCN)	2	0
O-Pipon-Na-Piwin (South Indian Lake)	0	0
Pimicikamak Cree Nation (Cross Lake)	2	0
Sapotaweyak (Pelican Rapids)	0	0
Sayisi Dene (Tadoule Lake)	0	0
Shamattawa	0	0
Tataskweyak (Split Lake)	0	0
War Lake (Ilford)	0	0
Wuskwi Sipiik (Birch River)	0	0
York Factory (York Landing)	0	0

	Total Program Participation to June 30, 2017	Participation July 1, 2017 to January 31, 2019
Name of MKO Community	Financing Programs (Home Energy Efficiency Loan & PAYS)	
Barren Lands First Nation(Brochet)	0	0
Bunibonibee Cree Nation (Oxford House)	0	0
Chemawawin Cree Nation (Easterville)	0	0
Fox Lake First Nation (Gillam)	0	0
God's Lake First Nation (God's Lake Narrows)	0	0
Manto Sipi Cree Nation (God's River)	0	0
Marcel Colomb First Nation Black Sturgeon (Lynn Lake)	0	0
Mathias Colomb Cree Nation (Pukatawagan)	0	0
Misipawistik (Grand Rapids)	0	0
Mosakahiken (Moose Lake)	0	0

	Total Program Participation to June 30, 2017	Participation July 1, 2017 to January 31, 2019
Name of MKO Community	Financing Programs (Home Energy Efficiency Loan & PAYS)	
Nisichawayasihk (Nelson House)	0	0
Northlands Dene (Lac Brochet)	0	0
Norway House	2	0
Opaskwayak Cree Nation (OCN)	20	0
O-Pipon-Na-Piwin (South Indian Lake)	0	0
Pimicikamak Cree Nation (Cross Lake)	0	101
Sapotaweyak (Pelican Rapids)	0	0
Sayisi Dene (Tadoules Lake)	0	0
Shamattawa	0	0
Tataskweyak (Split Lake)	0	0
War Lake (Ilford)	0	0
Wuskwi Sipiik (Birch River)	0	0
York Factory (York Landing)	0	0

c) Manitoba Hydro's total DSM spending in MKO member First Nations, excluding the diesel communities, is \$2,444,186 with 2,190 participants across both residential and commercial DSM programs. DSM spending for April 1, 2017 to January 31, 2019, excluding diesel communities is in the chart below:

Residential	Commercial	Total Spend
\$1,094,179	\$221,732	\$1,315,911

d) Manitoba Hydro's total DSM spending in the four Diesel communities is \$267,214 with 232 participants in both residential and commercial DSM programs. The total DSM spending for April 1, 2017 to January 31, 2019 is \$2,715.

**REFERENCE:**

Manitoba Hydro's response to PUB/MH I-24c; and, Manitoba Hydro's response to 2017/18 & 2018/19 MKO/MH I-3a-I

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

In Manitoba Hydro's response to PUB/MH I-24c, Manitoba Hydro states:

*Once an account is placed with a third-party collection agency, Manitoba Hydro segregates the outstanding balance into its doubtful category. Manitoba Hydro's general practice is for inactive accounts to remain in this status for approximately one year before being written-off as part of the Corporation's year-end accounting procedures.*

The MKO member First Nations that receive services from Manitoba Hydro are the Nisichawayasihk Cree Nation, Tataskweyak Cree Nation, God's Lake First Nation, Pimicikamak Cree Nation, Mosakahiken Cree Nation, War Lake First Nation, Bunibonibee Cree Nation, Fox Lake First Nation, York Factory First Nation, Sayisi Dene 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, Barren Lands First Nation, Sapotaweyak Cree Nation, Northlands Denesuline First Nation, Chemawawin First Nation, Marcel Colomb First Nation, O-Pipon-Na-Piwin Cree Nation, Granville Lake First Nation, and Sherridon First Nation.

**QUESTION:**

Please provide an updated table in the format of Manitoba Hydro's response to 2017/18 & 2018/19 GRA MKO/MH I-3a-I for customers in each of the MKO member First Nations which receive electricity service from the Manitoba Hydro grid, and please indicate, as is applicable for the year 2018 to the most recent data:

- a) the number of Residential customer accounts in arrears;
- b) the number of First Nation On-Reserve Residential customer accounts in arrears;
- c) the number of General Service customer accounts in arrears;
- d) the number of General Service First Nation Education customer accounts in arrears;

- e) the number of electric disconnections for account arrears, broken down by applicable customer class;
- f) for a-d of this question, how many of the accounts in arrears have been in arrears for longer than one year?

**RATIONALE FOR QUESTION:**

To obtain information with respect to the current state of energy poverty and the continuing need for bill affordability mechanisms on MKO member First Nation.

**RESPONSE:**

- a) The information presented below is based on the number of active residential accounts in arrears as of December 2018, except for the Value of Accounts in Arrears column, which includes both active and inactive accounts.

<b>Residential Customer Accounts in Arrears</b>						
<b>First Nation Community</b>	<b>Accounts in Arrears</b>	<b>% of Accounts in Arrears</b>	<b>2017/18 Usage (kW.h)</b>	<b>Value of Accounts in Arrears</b>	<b># of Disconnections for Account in Arrears in 2018 (e)</b>	<b># of Accounts in arrears &gt; 1 year (f)</b>
Barren Lands First Nation (Diesel Community)	67	48%	1,031,445	\$32,337	2	5
Bunibonibee (Oxford House) First Nations	251	61%	8,391,231	\$168,036	68	9
Chemawawin Cree Nation	167	52%	5,787,873	\$71,486	40	4
Fox Lake First Nations	38	54%	1,139,176	\$13,442	8	1
Garden Hill First Nation	295	56%	9,297,888	\$151,292	119	10
Gods Lake First Nation	132	44%	4,109,155	\$90,814	17	1
Manto Sipi Cree Nation	75	56%	2,619,622	\$377,939	13	27
Marcel Colomb First Nation	*	*	*	*	*	*
Mathias Colomb First Nation	166	40%	5,578,875	\$99,273	38	12
Misipawistik (Grand Rapids) First Nation	148	60%	4,417,860	\$78,954	17	10
Mosakahiken Cree Nation	170	65%	5,749,699	\$109,565	31	3
Nischawayaksihk Cree Nation	256	50%	9,553,629	\$88,242	41	10
Northlands Dene First Nation (Diesel Community)	110	74%	1,609,678	\$85,303	6	16
Norway House Cree Nation	579	48%	19,239,744	\$279,841	104	43
O-PIPON-NA-PIWIN	115	54%	3,705,690	\$88,645	34	8
Opaskwayak (OCN) Cree Nation	293	40%	8,085,696	\$137,120	114	24
Pimicikamak Cree Nation	775	81%	27,505,630	\$7,302,651	0	530
Red Sucker Lake First Nation	148	73%	4,065,623	\$137,718	14	1
Sapotaweyak Cree Nation	148	58%	4,090,038	\$34,277	31	4
Sayisi Dene First Nation (Diesel Community)	59	51%	682,146	\$30,919	0	5
Shamattawa First Nation (Diesel Community)	85	48%	1,533,941	\$31,402	13	1
St Theresa Point First Nation	413	67%	13,375,428	\$216,739	98	3
Tataskweyak (Split Lake) First Nation	230	57%	8,382,409	\$315,673	35	19
War Lake First Nation	15	42%	390,959	\$2,987	1	2
Wasagamack First Nation	145	54%	4,602,642	\$84,616	50	9
Wuskwi Sipiik First Nation	13	32%	200,615	\$34,999	8	3
York Factory First Nation	68	53%	2,159,537	\$34,942	7	3

\*Denotes an insufficiently large number of customers to ensure the protection of identifiable customer information.

- b) The information presented below is based on the number of active First Nations residential accounts in arrears as of December 2018 except for the Value of Accounts in Arrears column, which includes both active and inactive accounts.

Residential First Nation On Reserve Customer Accounts in Arrears						
First Nation Community	Accounts in Arrears	% of Accounts in Arrears	2017/18 Usage (kW.h)	Value of Accounts in Arrears	# of Disconnections for Account Arrears in 2018 (e)	# of Accounts in arrears > 1 year (f)
Barren Lands First Nation (Diesel Community)	56	51%	855,507	\$17,885	1	3
Bunibonibee (Oxford House) First Nations	246	61%	8,277,506	\$167,394	68	9
Chemawawin Cree Nation	164	53%	5,658,880	\$69,675	39	4
Fox Lake First Nations	34	53%	1,027,067	\$11,080	6	1
Garden Hill First Nation	295	56%	9,297,888	\$151,292	118	10
Gods Lake First Nation	132	44%	4,109,155	\$90,814	17	1
Manto Sipi Cree Nation	71	55%	2,541,650	\$368,450	12	26
Marcel Colomb First Nation	*	*	*	*	*	*
Mathias Colomb First Nation	160	41%	5,362,538	\$97,268	38	12
Misipawistik (Grand Rapids) First Nation	145	61%	4,323,344	\$75,176	16	10
Mosakahiken Cree Nation	161	78%	5,453,630	\$95,750	31	1
Nischawayaksihk Cree Nation	245	50%	9,165,612	\$84,669	40	9
Northlands Dene First Nation (Diesel Community)	107	74%	1,564,530	\$81,763	6	15
Norway House Cree Nation	577	50%	19,207,174	\$277,867	104	43
O-PIPON-NA-PIWIN	113	59%	3,641,690	\$84,431	30	8
Opaskwayak (OCN) Cree Nation	275	39%	7,616,606	\$126,381	110	24
Pimicikamak Cree Nation	770	82%	27,354,886	\$7,187,451	0	525
Red Sucker Lake First Nation	144	75%	3,993,587	\$136,634	14	1
Sapotawayak Cree Nation	145	58%	4,055,703	\$33,753	30	4
Sayisi Dene First Nation (Diesel Community)	59	52%	682,146	\$30,919	0	5
Shamattawa First Nation (Diesel Community)	83	48%	1,501,386	\$30,895	13	1
St Theresa Point First Nation	405	68%	13,207,752	\$211,189	93	2
Tataskweyak (Split Lake) First Nation	223	58%	8,173,539	\$309,546	35	19
War Lake First Nation	11	35%	300,549	\$1,854	1	2
Wasagamack First Nation	142	54%	4,508,434	\$75,420	47	7
Wuskwi Sipiik First Nation	11	31%	137,361	\$33,001	7	2
York Factory First Nation	67	55%	2,120,257	\$33,520	7	3

\*Denotes an insufficiently large number of customers to ensure the protection of identifiable customer information.

- c) The information presented below is based on the number of active General Service accounts in arrears as of December 2018 except for the Value of Accounts in Arrears column, which includes both active and inactive accounts.

General Service Customer Accounts in Arrears						
First Nation Community	Accounts in Arrears	% of Accounts in Arrears	2017/18 Usage (kW.h)	Value of Accounts in Arrears	# of Disconnections for Account Arrears in 2018 (e)*	# of Accounts in arrears > 1 year (f)
Barren Lands First Nation (Diesel Community)	1	2%	190	\$1,199	2	1
Bunibonibee (Oxford House) First Nations	4	8%	141,288	\$5,714	0	1
Chemawawin Cree Nation	3	9%	609,567	\$5,049	1	0
Fox Lake First Nations	1	4%	31,354	\$173	0	0
Garden Hill First Nation	10	21%	1,804,560	\$39,144	1	0
Gods Lake First Nation	2	3%	14,483	\$254	2	0
Manto Sipi Cree Nation	3	9%	265,400	\$21,633	1	2
Marcel Colomb First Nation	*	*	*	*	*	*
Mathias Colomb First Nation	2	4%	103,873	\$1,104	0	0
Misipawistik (Grand Rapids) First Nation	5	17%	402,842	\$8,680	0	1
Mosakahiken Cree Nation	2	8%	54,231	\$1,416	2	0
Nischawayaksihk Cree Nation	11	14%	2,237,952	\$9,569	1	2
Northlands Dene First Nation (Diesel Community)	5	9%	36,563	\$896	0	0
Norway House Cree Nation	17	16%	1,008,543	\$20,448	0	3
O-PIPON-NA-PIWIN	4	11%	205,453	\$10,358	3	2
Opaskwayak (OCN) Cree Nation	10	11%	1,282,903	\$17,083	2	2
Pimicikamak Cree Nation	17	19%	1,240,954	\$278,920	0	10
Red Sucker Lake First Nation	6	19%	455,882	\$2,925	0	0
Sapotawayak Cree Nation	12	44%	1,071,965	\$7,518	1	0
Sayisi Dene First Nation (Diesel Community)	3	7%	16,151	\$489	0	0
Shamattawa First Nation (Diesel Community)	2	5%	271,672	\$62,300	0	0
St Theresa Point First Nation	12	15%	527,453	\$5,505	1	0
Tataskweyak (Split Lake) First Nation	21	38%	2,583,052	\$39,724	0	1
War Lake First Nation	*	*	*	*	*	*
Wasagamack First Nation	2	5%	64,407	\$1,000	0	0
Wuskwi Sipiik First Nation	2	20%	83,432	\$622	1	0
York Factory First Nation	1	3%	49,080	\$473	0	0

\*Denotes an insufficiently large number of customers to ensure the protection of identifiable customer information.

- d) Manitoba Hydro is unable to provide an answer to this part as doing so would divulge identifiable customer information.

- e) Please see the sixth column of the tables above.
  
- f) Please see the seventh column of the tables above.



**REFERENCE:**

Manitoba Hydro's response to 2017/18 & 2018/19 MKO/MH I-5a

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

The MKO member First Nations that receive services from Manitoba Hydro are the Nisichawayasihk Cree Nation, Tataskweyak Cree Nation, God's Lake First Nation, Pimicikamak Cree Nation, Mosakahiken Cree Nation, War Lake First Nation, Bunibonibee Cree Nation, Fox Lake First Nation, York Factory First Nation, Sayisi Dene 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, Barren Lands First Nation, Sapotaweyak Cree Nation, Northlands Denesuline First Nation, Chemawawin First Nation, Marcel Colomb First Nation, O-Pipon-Na-Piwin Cree Nation, Granville Lake First Nation, and Sherridon First Nation.

**QUESTION:**

Please confirm that the information provided in Manitoba Hydro's response to 2017/18 & 2018/19 GRA MKO/MH I-5 remains unchanged, that no MKO member First Nation receives natural gas services or supplies from the Manitoba Hydro/Central Gas natural gas distribution system.

**RATIONALE FOR QUESTION:**

To obtain information with respect to potential impacts of the proposed rate increase on consumers facing energy poverty in First Nations in northern Manitoba.

**RESPONSE:**

Confirmed. There are no MKO member First Nation communities receiving natural gas service from the Centra Gas Manitoba Inc. natural gas distribution system.

**REFERENCE:**

2019-20 Electric Rate Application p.5; and, Manitoba Hydro's response to PUB/MH I-3c

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

At page 5 lines 4-5 of the Application, Manitoba Hydro states:

*The 3.5% requested rate increase is aligned with PUB-approved rate increases since 2015 and keeps Manitoba's customer rates and estimated bill impacts among the lowest in North America.*

In the response to PUB/MH I-3c, Manitoba Hydro states:

*Manitoba Hydro will be conducting three public information sessions in the Pas, Steinbach, and Winnipeg on March 13, 19, and 21, 2019 respectively. Topics will include a high level overview of the corporation's electric and gas operations, and customer billing and payment options. In addition, information on the working relationships between Manitoba Hydro and Indigenous communities, Manitoba Hydro's major projects, and its current activities throughout the Province will also be provided.*

The MKO member First Nations that receive services from Manitoba Hydro are the Nisichawayasihk Cree Nation, Tataskweyak Cree Nation, God's Lake First Nation, Pimicikamak Cree Nation, Mosakahiken Cree Nation, War Lake First Nation, Bunibonibee Cree Nation, Fox Lake First Nation, York Factory First Nation, Sayisi Dene 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, Barren Lands First Nation, Sapotaweyak Cree Nation, Northlands Denesuline First Nation, Chemawawin First Nation, Marcel Colomb First Nation, O-Pipon-Na-Piwin Cree Nation, Granville Lake First Nation, and Sherridon First Nation.

**QUESTION:**

Please provide a comprehensive description of the consultations and engagement that Manitoba Hydro has conducted with respect to bill impacts that will arise from the 3.5% requested rate increase with:

- a) residential electricity customers in MKO member First Nations;
- b) residential diesel customers in MKO member First Nations;
- c) general service diesel customers in MKO member First Nations; and,
- d) general service government and First Nation education customers in MKO member First Nations.
- e) for a-d of this question, have any of the consultation and engagement sessions taken place at MKO member First Nations, or are any scheduled to take place?

**RATIONALE FOR QUESTION:**

To obtain information regarding the ratepayer consultation processes that Manitoba Hydro has undertaken with a specific focus on anticipated impacts to consumers on First Nations in northern Manitoba, including in the “Diesel Zone”.

**RESPONSE:**

a) to e)

While Manitoba Hydro has not undertaken a formal engagement process with its customers with respect to its 2019/20 Electric Rate Application, information is communicated through a number of forums to help customers understand the rationale for the requested rate increase. Manitoba Hydro is planning to broadly communicate the requested rate increase to customers using social media posts, an insert in all April 2019 bills and a related webpage on the corporation’s external website. Electricity Rates will also be one of the topics customers can discuss with Manitoba Hydro at upcoming public meetings scheduled for Steinbach, The Pas and Winnipeg in March 2019. In addition, through the Public Utilities Board Hearing Process, interested parties, including presenters and intervenors that represent the specific interests of Indigenous communities in Manitoba, can actively participate in the review process and provide feedback on Manitoba Hydro’s requested rate increase.

As it relates to First Nations specifically, Manitoba Hydro has ongoing relationships with First Nations across the province, and is in communication with First Nation leaders on a range of topics, as applicable, including: customer service and billing issues, operational issues, energy efficiency programming, and issues related to planned and ongoing capital and maintenance projects. These relationships are typically bilateral in nature, though Manitoba Hydro will work with or communicate through a broader Indigenous organization when it has been specifically directed to do so by a First Nation.

**REFERENCE:**

2019/20 Electric Rate Application, Appendix 12 p.1

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

At page 1 of Appendix 12 of the Application, Manitoba Hydro forecasts that there are 18,478 First Nations On-Reserve Residential customers.

The MKO member First Nations that receive services from Manitoba Hydro are the Nisichawayasihk Cree Nation, Tataskweyak Cree Nation, God's Lake First Nation, Pimicikamak Cree Nation, Mosakahiken Cree Nation, War Lake First Nation, Bunibonibee Cree Nation, Fox Lake First Nation, York Factory First Nation, Sayisi Dene First Nation, Wuskwi Sipihk Cree Nation, Misipawistik Cree Nation, Manto Sipi Cree Nation, Opaskwayak Cree Nation, Norway House First Nation, Mathias Colomb Cree Nation, Shamattawa 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, Granville Lake First Nation, and Sherridon First Nation.

**QUESTION:**

- a) What was the methodology used by Manitoba Hydro to arrive at the forecast number to determine that there are currently 18,478 First Nations On-Reserve Residential customers?
- b) Of the 18,478 First Nations On-Reserve Residential customers forecast by Manitoba Hydro, how many are in MKO member First Nations?

**RATIONALE FOR QUESTION:**

To obtain information and to clarify how Manitoba Hydro has implemented the First Nations On-Reserve Residential customer class.

**RESPONSE:**

- a) Manitoba Hydro initially forecast all Residential Basic customers (including First Nation On-Reserve) in Manitoba Hydro's Forecast of Key Economic and Financial Indicators. From this forecast, the methodology of forecasting the number of First Nations On-Reserve Residential Customers is derived by the sum of:
- Multiplying the total Residential Basic Standard customers monthly forecast by a proration factor of the last year actual First Nations On-Reserve Residential Basic Standard Customers and the last year actual total Residential Basic Standard Customers, in the coordinating month for each month of the forecast year.
  - Multiplying the total Residential Basic All Electric customers monthly forecast by a proration factor of the last year actual First Nations On-Reserve Residential Basic All Electric Customers and the last year actual total Residential Basic All Electric Customers, in the coordinating month for each month of the forecast year.
- b) Manitoba Hydro does not prepare its forecast First Nations On-Reserve Residential forecast by community and as such does not have a forecast of customers residing in MKO Communities only.

**REFERENCE:**

2019/20 Electric Rate Application p.35

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

At page 35 of the Application, Manitoba Hydro states that:

Manitoba Hydro is proposing to apply the increase to all components of the rates (monthly basic charges, energy charges and demand charges) on an across-the-board basis for all customer classes, with the exception of Diesel General Service. For Diesel General Service customers Manitoba Hydro is proposing to increase the grid portion of the rate (Basic Charge and first 2,000 kWh per month for non-government customers) by 3.5% with the non-grid portion of the rate remaining unchanged.

The four communities in the “Diesel Zone” are MKO member First Nations.

**QUESTION:**

For each of the diesel communities, please indicate, as is applicable for the year 2018 to the most recent data:

- a) the number of Residential customer accounts in arrears;
- b) the number of General Service customer accounts in arrears;
- c) the number of electric disconnections for account arrears, broken down by applicable customer class.

**RATIONALE FOR QUESTION:**

To obtain information with respect to the current state of energy poverty and the continuing need for bill affordability mechanisms on MKO member First Nations in the “Diesel Zone” and to obtain information about the potential impacts of the proposed rate increase on the diesel communities.

**RESPONSE:**

- a) Please see the response to MKO/MH I-8a which details the number of Residential accounts in arrears, including the four diesel communities.
- b) Please see the response to MKO/MH I-8c which details the number of General Service accounts in arrears, including the four diesel communities.
- c) Please see the response to MKO/MH I-8e which details the number of electric disconnections for account in arrears, including the four diesel communities.