

**DEMANDE DE RENSEIGNEMENT N° 2 DU REGROUPEMENT NATIONAL DES CONSEILS  
RÉGIONAUX DE L'ENVIRONNEMENT DU QUÉBEC (« RNCREQ ») FACE À LA DEMANDE DU  
DISTRIBUTEUR RELATIVE À L'ÉTABLISSEMENT DES TARIFS D'ÉLECTRICITÉ POUR L'ANNÉE  
TARIFAIRE 2008-2009 (DOSSIER R-3644-2007)**

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## **A. Réforme des tarifs domestiques**

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**Reference :**

- i) HQD-12, Document 3, page 9**
- ii) HQD-15, Document 9, p. 22, R29**
- iii) HQD-15, Document 8, p. 101, R83.**

**Preamble :**

a) Question 29 of the RNCREQ's Demande de renseignements #1 read as follows :

Section 2.1 [of HQD-12, doc. 3] states that the fixed charge remains slightly higher than costs for 2008, which amount to 39.09¢/contract/day. Please provide detailed workpapers supporting the calculation of 39.09¢/contract/day, including all elements reflected in the Customer Service category in sufficient detail that the figure of 39.09¢/contract/day can be recalculated with one or more of the elements included in Customer Service removed.

In its response to this question, HQD made reference to its response to question 83 of OC, which requested references to HQD-11, doc. 3 for each of the costs used in Table of the same section. The response to OC Q83 makes 18 distinct references to eight (8) tables from its cost of service study, HQD-11, doc. 3.

Examination of these data demonstrates that one single item, entitled « Gestion des abonnements » (HQD-11, doc. 3, p. 13, Tableau 7, colonne 12) comprises more than 100 % of the cost given for Service à la clientèle in section 2.1 (426,4 M \$ vs. 422,3 M \$). All other costs elements are outweighed by the 43.1 M \$ credit for « Facturation interne et externe émission - frais d'administration et frais d'ouverture de dossiers » (Tableau 27B, page 44, colonne 6).

While the response does indeed indicate the calculations that were performed, it does not allow the reader to recalculate the fixed charge with one or more of the elements included in Customer Service removed.

b) American utilities subject to FERC's jurisdiction are obliged to file Form 1, which breaks down their costs into specific categories. The FERC Form 1 categories relevant to customer service charges are the following :

- 901 Supervision
- 902 Meter Reading
- 903 Customer Records and Collection
- 904 Uncollectible Accounts
- 905 Miscellaneous Customer Accounts Expense
- 907 Customer Service Supervision
- 908 Customer Assistance Expense
- 908.2 Energy Efficiency Expense
- 909 Informational and Instructional Expense
- 910 Miscellaneous Customer Service and Informational Expense
- 911 Sales Supervision
- 912 Demonstrating and Selling Expense
- 913 Advertising
- 916 Miscellaneous Sales Expense

**Question 1.**

Please break down the costs identified as « gestion des abonnements » according to the FERC Form 1 cost categories mentioned in the preamble.

**Question 1.1**

If this is not possible or not practicable, please break down the costs identified as « gestion des abonnements » according to the sub-categories used in HQD's own accounting system, specifying, at a minimum :

- costs incurred to recover unpaid bills
- costs incurred as a result of unrecoverable accounts
- costs attributable to the energy efficiency programs
- advertising
- sales expense
- customer assistance expense.