

VECC INTERROGATORY #10

INTERROGATORY

Reference: Evidence of Wirebury Connections Inc., paragraphs 69 and 72

Preamble: “The process understandably begins with a request for connection by a prospective customer .. the customer will choose”
“The application should include ...”

- a) Given the paramountcy Wirebury attaches to “customer preference” shouldn’t the application requirements specifically include an indication as to the:
- Expressed preference of the customer who triggered the application, and
 - Other customers directly affected by the application (i.e., located in the “contested” service?)

RESPONSE

Wirebury agrees that, given the importance of customer choice, applicants should be required to demonstrate customer preference and existing customers within the proposed service area of the applicant should be notified in a manner that is acceptable to the Board.

Wirebury believes that customer commitment and choice can be demonstrated through a signed connection agreement between the new customer and the applicant. Existing customers who would be directly affected would be notified of the application and advised that no change to their current level of service is anticipated or required. Existing customers would also be advised about how they could signal their support or opposition to the proposed amendment to the Board.

