Q. **a)** Provide a detailed description of Hydro's approach to communications with its Island Industrial Customers.

b) Were the proposed changes to the Island Industrial Customer Rate Structure discussed with the customers that would be impacted in advance of the application being filed?

A. **a)** Newfoundland and Labrador Hydro's ("Hydro") Key Accounts function acts as the primary point of contact for the Island's Industrial customers and is responsible for managing Hydro's ongoing commercial and operational relationship with these customers. This includes regular meetings and day-to-day coordination on matters such as outage planning, maintenance activities, operational issues, billing support, energy reporting, contract administration, and responses to customer inquiries.

The Key Accounts function also works closely with customers on changes to their operations, including load growth, facility expansions, electrification initiatives, energy efficiency opportunities, and requests for new or upgraded service. Where capital investments, system upgrades, interconnections, or technical studies are required, the Key Accounts function coordinates activities between the customer and Hydro's engineering, operations, transmission planning, customer service, and regulatory teams.

In addition, Hydro's Regulatory Affairs team regularly engages with the Island Industrial customers on rate changes and other regulatory matters. The Island Industrial customers are routinely copied on Hydro's filings and other regulatory communications relevant to Industrial customers, and the Island Industrial Customer Group, consisting of Braya Renewable Fuels (Newfoundland) LP, Corner Brook Pulp and Paper Limited, and Vale Newfoundland and Labrador Limited, are intervenors to Hydro's major capital and rate applications. When necessary, the Regulatory Affairs team will brief the Island Industrial customers on upcoming rate applications and solicit feedback prior to filing.

b) Yes. Prior to filing the 2026 General Rate Application, Hydro's Regulatory Affairs team engaged with legal counsel representing the Island Industrial Customer Group regarding proposed changes to Island Industrial customer rate design. In addition, information regarding the proposed changes to the Island Industrial Customer Rate Structure was shared with Hydro's Island Industrial customers through Hydro's Key Accounts function.