

1 Q. Schedule V, page 2 of 2 of Mr. Hamilton's Prefiled Testimony indicates that  
2 Hydro may disconnect a service if the customer has a bill which has not been  
3 paid in full within 30 days of issuance. How many customers has Hydro  
4 disconnected because bills have not been paid? On average, how many  
5 days in arrears is a customer before Hydro disconnects service? Is this  
6 consistent with NP Rules and Regulations? How does this compare to  
7 practices in other Canadian utilities?

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10 A. For the period January 1, 2000 – December 31, 2000 there were 133  
11 customers disconnected for non-payment.

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13 On average Hydro customers will be in arrears 90 and 60 days for domestic  
14 and general service classes respectively as calculated from the invoice date  
15 before a disconnect work order is issued.

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17 Hydro applies the same Rules and Regulations as Newfoundland Power in  
18 regards to disconnection of service.

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20 During 1995 Hydro conducted a survey of three other Canadian Utilities  
21 (Newfoundland Power, Sask Power and Alberta Power) in regards to  
22 credit/collection policies. The findings show that Hydro's practices are  
23 consistent with that of the other utilities contacted.