

1 Q. Clause 4 of the Rules and Regulations indicates that Hydro returns a  
2 customer's security only after the customer ceases to take service. What do  
3 other Canadian jurisdictions do in this regard?

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6 A. Hydro refunds a customer's security deposit after a customer has  
7 demonstrated a good credit history of greater than two years. Newfoundland  
8 Power, BC Hydro, Nova Scotia Power, NB Power and ATCO Electric all have  
9 provisions to refund customer security deposits once a good credit rating has  
10 been established.