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**From:**  
**Sent:** July 12, 2016 6:45 PM  
**To:** NL Public Utilities Board  
**Subject:** TRIM: [My Form]

**Name**

**Address**

**Phone**

**Email**

**Comments**

It appears from news stories that it is your intent to allow NL Power to retain 2-3 million of the overpayment by customers as administration fees. I have a problem with that. The customer didn't make the mistake, it was NL Power, so why should the customer pay for the mistake. Basically, NL Power is saying to the customer, " Sorry that we overcharged you, but in order for us to issue a refund, we need to charge you for that." Seriously, NL Power should not be allowed to keep a single dime of the money, plus, they have had this 130 million or whatever for 3 years. Whatever interest they have made on that money, should also be paid to the customer. This is ridiculous that a group who's sole purpose is to protect the interests of consumers is allowing this to happen.

B.S.