

1 **Q. (CA-NP-30, CA-NP-51) Is it accurate to say that NP does not monitor what heat**  
2 **pump and net metering equipment marketers are telling customers about the**  
3 **economics of heat pumps and net metering installations going forward? Who in the**  
4 **Province is responsible for ensuring that customers are not being misled by**  
5 **marketers of energy efficient and net metering equipment? Is there a “customer bill**  
6 **of rights” in the Province?**  
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8 A. While Newfoundland Power works closely with customers, installers and other  
9 stakeholders to provide information on heat pumps and net metering installations, the  
10 Company does not monitor the activities of private marketers and is not aware whose  
11 responsibility this would be.  
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13 Information on heat pumps is provided via the takeCHARGE website, customer bill  
14 inserts, advertising, outreach activities, and Customer Service Representatives. Through  
15 an application process, direct guidance is provided to customers evaluating the  
16 installation of renewable energy at their property.<sup>1</sup> Information regarding the Net  
17 Metering Service Option is also available on the Company’s website and customers with  
18 technical questions are connected directly with an Engineer.  
19

20 Newfoundland Power maintains working relationships with installers of heat pumps and  
21 renewable energy systems. This includes training and feedback sessions and ongoing  
22 consultation to ensure consistent information is communicated to customers regarding  
23 energy-efficient technologies and renewable energy systems.  
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25 Newfoundland Power is not aware of a “customer bill of rights” in Newfoundland and  
26 Labrador or what that would involve.

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<sup>1</sup> Customers interested in participating in the Company’s Net Metering Service Option are required to complete a *Net Metering Interconnection Application Form*. The application form requires details of the customer’s proposed net metering installation and the contact information of the technical representative or consultant assisting the customer with the installation. Newfoundland Power personnel review each application to ensure it is consistent with the Company’s technical requirements and that the assumptions used by the customer are reasonable.