

1 **Q. On page 13, lines 12-13, in the Evidence of Newfoundland Power Inc.,**
2 **Newfoundland Power states: “For customers whose service is transferred during**
3 **July 2020, their outstanding balance, including any credit, will automatically be**
4 **transferred with their service.” Should this statement also be included in Exhibit 3 –**
5 **“Newfoundland Power – 2020 One-Time Customer Bill Credit Plan?”**
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7 **A.** Exhibit 3 – *Newfoundland Power 2020 One-Time Customer Bill Credit Plan* (the “Plan”) is intended to address the essential elements of customer eligibility for, and the calculation and implementation of, the 2020 one-time bill credit. The Plan was drafted using language, and a general approach, that is consistent with the rules and regulations set out in the *Newfoundland Power Schedule of Rates, Rules and Regulations* (the “Rules and Regulations”).
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14 The automatic transfer of a balance on a Customer’s account when the Customer’s service is transferred, typically in connection with a household move, is a regular occurrence at Newfoundland Power. Operational details of this nature are not typically reflected in the Rules and Regulations. Accordingly, this detail was not included in the Plan.
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20 If the Board considers it necessary to include this detail in the Plan, Newfoundland Power suggests the following revision:
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23 Insert the following paragraph 2.4:

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25 **“2.4 *Transfer of Service***
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27 Where the amount of a Customer’s Bill Credit exceeds the total charges for Service on the bill, and the Customer transfers Service to another Serviced Premises, the net amount shall be transferred with the Customer’s Service.”
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