

1 **Q. Please provide a copy of NP's Collection Policies.**

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3 A. Newfoundland Power's *Policy: Collection of General Service (Under 10kw) and*
4 *Domestic Accounts* is provided as Attachment A.

Newfoundland Power Inc.
Policy: Collection of General Service (Under 10kw)
and Domestic Accounts

Newfoundland Power Inc.

Policy: Collection of General Service (Under 10kw) and Domestic Accounts

Collection of all General Service (Under 10KW) and Domestic Accounts shall be conducted in accordance with the following process.

Step One:

First Reminder: Approximately 30 days after initial billing.

If payment for the previous month's bill is not received by the issuance of the next bill, then a reminder notice will be automatically printed in the message area on the next bill.

Step Two:

Delinquent Account Letter: Approximately 60 days after initial billing.

If payment is not received for the initial billing in 60 days, then a letter offering payment arrangements or other assistance shall be forwarded to the customer with the third bill requesting action within 10 days.

Step Three:

First Attempted Personal Contact: Approximately 71 days after initial billing.

If the 10 day period mentioned in Step Two expires without payment, then the Company shall attempt telephone contact with the customer. If the customer is unable to pay the arrears in full, then payment options shall be offered with the objective of bringing the account up to date within a reasonable time.

Step Four:

Notice of Intent to Disconnect Service: Approximately 71-75 days after initial billing.

If payment is not received after Steps One through Three have been undertaken, then a letter will be sent to the customer advising that if payment is not made in 7 days service will be disconnected. The letter will refer the customer to credit personnel who can help in setting out the customer's options. This notice shall only be sent when disconnection is seriously intended. This notice will not be sent nor will a disconnection occur when the arrears are less than \$100 unless the premises appears to be unoccupied.

Step Five:

Second Attempted Personal Contact: Approximately 79 - 83 days after initial billing.

If the 7 day period mentioned in Step Four above expires, then the Company shall attempt to contact the customer by telephone. If contact with the customer is established, payment options shall be offered. If the customer cannot be contacted, collection staff shall visit the customer's premises. If the customer is not available at the premises at the time of the visit, a card shall be left requesting the customer contact Newfoundland Power the next day.

Step Six:

Disconnection: Approximately 84 days after initial billing.

Collection staff will visit the customer's premises. If payment is not received or satisfactory payment arrangements have not been established, the service will be disconnected.

In special circumstances disconnection will be delayed for an additional 7 days to enable the customer to make alternative arrangements. Such special circumstances include:

- (i) where the Company is made aware that undue hardship would result because of serious illness or where life-sustaining equipment is in operation;
- (ii) where the Company is made aware that the customer is mentally impaired;
- (iii) where the Company is made aware that an infant less than one year old resides in the premises; and
- (iv) where the Company is made aware that a senior citizen resides in the premises.

Customers who are social services recipients will be granted a one business day extension to consult with their social worker.

The following restrictions apply to all disconnections under this policy:

- (i) no disconnections will occur on Monday to Thursday after 3:00 p.m. and no disconnections will occur on a Friday;
- (ii) no disconnections will occur on the day previous to a Company holiday; and
- (iii) no disconnection will occur between December 18th and the first working day of the new year.

In addition, certain winter conditions and restrictions shall apply to any disconnections to take place between November 15 and April 15. These include:

- (i) all winter disconnections must be specifically approved by either the Supervisor, Credit and Collections, or an Area Coordinator;
- (ii) senior citizens' accounts will not be disconnected;
- (iii) senior citizens' nursing home accounts will not be disconnected; and
- (iv) homes in which a person with a major illness resides will not be disconnected.