

- 1 Q. **Reference: Evidence on Rate Stabilization Plan – Surplus Refund Plan**
- 2 How does Hydro’s Surplus Refund Plan propose to treat customer balances where
- 3 the customer does not specify their choice between receiving the refund as a credit
- 4 or in the form of a cheque? (Surplus Refund Plan, Page 6, Lines 7-10)
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- 7 A. Hydro proposes that any net NP RSP Surplus refund to Newfoundland Power’s
- 8 customers and Rural Customers be in the form of a credit to each customer's
- 9 account. There would not be a customer choice at the time of the utility processing
- 10 credits to customer accounts for the customer to request a cheque. However, once
- 11 credits are processed to customers’ accounts, it is Hydro’s understanding that each
- 12 utility has a practice such that if a customer has a positive balance in their account,
- 13 upon request from the customer, a cheque would be issued.