

1 Q. **Reference: Evidence on Rate Stabilization Plan – Surplus Refund Plan**

2 How does Hydro’s Surplus Refund Plan propose to deal with its customers that
3 leave the system between January 1, 2013 and March 31, 2014? (Surplus Refund
4 Plan, Page 12, Lines 26-29)

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7 A. Hydro proposes that the RSP Surplus be credited to customers' accounts as they are
8 billed during April 2014. Hydro proposes that customers who have left the system
9 prior to this will not receive a refund. Since Newfoundland Power has the vast
10 majority of retail customers in the Province, Hydro anticipates that a coordinated
11 effort between NP and Hydro can develop appropriate customer scripts and a
12 communication plan once a refund methodology and timeframe has been approved
13 by the Board.