

1 Q. Further to the response to Request for Information SR-NP-NLH-010, a customer has
2 an electricity account (Account #1) for a dwelling occupied from January 1, 2007 to
3 July 15, 2013. The customer moved to a new dwelling in July 2013 and opened a
4 new account (Account #2). Account #2 is still an active account in the month of
5 refund disposition.

6 Is Hydro proposing that the refund for this customer will be calculated based upon
7 the total 2013 billed usage for Account #1 and Account #2 or is Hydro proposing
8 that the refund be calculated using only 2013 billed energy for Account #2 (i.e., the
9 active account). Please explain the reasons for the response.

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12 A. In Hydro's view, the customer would be eligible for a refund on both electrical
13 accounts since the customer will receive an April 2014 bill and the utility can verify
14 that there were two associated accounts with 2013 energy consumption.