

- 1 Q. In response to Request for Information SR-NP-NLH-013, Hydro states:  
2 *The advantage of using historical electricity consumption over the surplus accrual*  
3 *period (putting aside the cost, dedication of utility personnel and elapsed time, if the*  
4 *process worked perfectly) is that some customers may perceive that they received*  
5 *their accurate portion of the refund.*  
6 Does Hydro believe it is important for customers to perceive that they received  
7 their accurate portion of the refund? If not, why not?  
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10 A. Hydro believes that it is important for customers to perceive that they receive their  
11 fair and reasonable portion of the refund in accordance with established rules and  
12 past practices as prescribed by the Board. RSP refunds to and collections from  
13 customers have always been on a customer class, rather than on an individual  
14 customer basis.