

1 Q. Further to the response to Request for Information SR-NP-NLH-013, Hydro states an
2 advantage of determining customer refunds using historical electricity consumption
3 over the surplus accrual period is that: *"The utility could argue that it made its best*
4 *efforts to refund the RSP balance accurately"*.

5 Given the magnitude of the Newfoundland Power RSP Surplus, does Hydro believe
6 customers would expect the utilities to make their best efforts to refund the RSP
7 balance accurately? If not, why not?

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10 A. Hydro believes that customers would expect the utilities to make their best efforts
11 to refund the RSP balance accurately in accordance with the refund methodology
12 prescribed by the Board.