

1 Q. Further to the response to SR-NP-NLH-009, explain in detail why it is appropriate to
2 issue a cheque for the balance to a customer who continues to receive service after
3 the date the refund credit is applied to the customer's account, given the
4 administrative effort and cost associated with issuing cheques.

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7 A. If there has been an overpayment on a customer's account, Hydro's submits that
8 there is an obligation for the company to repay if requested to do so by the
9 customer.