

1 Q. Further to the response to SR-NP-NLH-09, explain in detail the circumstances where  
2 the practice has been to issue a cheque to a customer who continues to receive  
3 service. Include in the reply the average number of times that this occurs annually.

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6 A. A customer's electricity account can have a positive balance if a customer has made  
7 an overpayment, or when a security deposit refund is credited to an account. In  
8 these cases Hydro will issue a cheque at the request of the customer. On average,  
9 approximately 25 refund cheques are issued annually.