

1 Q. Further to the response to SR-NP-NLH-026, given that cheques may be issued for  
2 95% of Rural Customers, would it be more efficient to issue cheques only rather  
3 than refunds and cheques? If not, why not?  
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6 A. While it is anticipated that 95% of Hydro's eligible Rural Customers will have a  
7 credit balance after the application of the proposed refund, Hydro's assumption is  
8 that only the customers with net positive account balances of greater than two  
9 months of bills would potentially request a cheque. However, it is assumed that not  
10 all customers with net positive account balances greater than two months of bills  
11 will request a cheque.  
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13 Based on Hydro's analysis of its April 2013 billing cycle, the remaining balance, on  
14 average after rebate, will be less than two months of bills and therefore, based on  
15 the assumptions above, Hydro believes there would be substantially less than 95%  
16 of customers who would request a cheque.