

1 Q. Further to the response to SR-NP-NLH-033 what refund methodology is referred to
2 in lines 10-11 on page 2 and provide the Board Order numbers approving such
3 refund methodology.

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6 A. The response to SR-NP-NLH-033 is based on the hypothesis, stated on Page 1, Lines
7 12 to 15, as follows:

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9 *"Based on the assumption...Board approval is received to refund customer's*
10 *based on Hydro's proposed methodology."*

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12 On that basis, that is, Board approval having been received, one could point to that
13 circumstance to "provide an explanation that could explain to Customer A why no
14 refund is being provided." Thus, along with the other points outlined in Hydro's
15 response to SR-NP-NLH-033, one could state:

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17 *"The refund methodology was the subject of a public hearing process and*
18 *has been approved by the Board."*