

1 Q. **Re: Rates Schedules, page 34 of 47.**

2 Paragraph 12 (c) states: "Hydro may, in accordance with its Collection
3 Policies, Disconnect a Service upon prior notice to the Customer if the
4 Customer has a bill for any Service which is not paid in full 30 days or more
5 after issuance."

6 Are any formal or informal policies in place that prevent NLH from disconnecting for
7 non-payment during winter months a customer that relies on electric service for
8 heat? If not, please indicate whether or not such policies have ever been
9 considered by NLH, and provide a brief history of the question.
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12 A. Hydro can disconnect customers for non-payment during winter months, however
13 Hydro uses discretion in this matter with respect to residential customers. The
14 decision will include determining if disconnection is the most viable option to
15 obtain payment. Furthermore, to prevent undue hardship during winter months, in
16 general Hydro does not disconnect in residential customers in Labrador between
17 November 15 and May 15, and on the Island portion of the Province between
18 December 1 and April 30, unless the circumstances warrant such a disconnection.
19 However, residential customers who are delinquent on payment will still be
20 contacted and an effort made to collect the balance owing in full. Normal collection
21 procedures apply to General Service customers year round.