

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

2 Please describe any formal or informal policies that may be in place regarding  
3 disconnecting Innu customers in the communities of Natuashish and Sheshatshiu.

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6 A. Hydro provides electricity services to customers in the community of Sheshatshiu  
7 under the Rules and Regulations approved by the Board of Commissioners of Public  
8 Utilities of Newfoundland and Labrador. "Section 12. disconnection of service" in  
9 the approved Rules and Regulations make allowance for disconnection of service  
10 under the following conditions:

11 (a) Hydro shall disconnect a service within 10 days of receipt of a written  
12 request from the Customer.

13 (b) Hydro may disconnect a service without notice to the Customer:

- 14 i. where the service has been discontinued;  
15 ii. on account of or to prevent fraud or abuse;  
16 iii. where in the opinion of Hydro the Customer's electrical system is  
17 defective and represents a danger to life or property;  
18 iv. where the Customer's electrical system has been modified without  
19 compliance with the Electrical Regulations;  
20 v. where the Customer has a building or structure under Hydro's wires  
21 which is within the minimum clearances recommended by the  
22 Canadian Standards Association; or  
23 vi. when ordered to do so by any authority having the legal right to  
24 issue such order.

25 (c) Hydro may, in accordance with its collection policies, disconnect a service  
26 upon prior notice to the Customer if the Customer has a bill for any service  
27 which is not paid in full 30 days or more after issuance.

(d) Hydro may disconnect a service upon 10 days prior notice to the Customer if the Customer is in violation of any provision of these regulations.

(e) Hydro may refuse to reconnect a service if the Customer is in violation of any provisions of these rules or if the Customer has a bill for any service which is unpaid.

(f) Hydro may disconnect a service to make repairs or alterations. Where reasonable and practical, Hydro shall give prior notice to the Customer.

(g) Hydro may disconnect the service to a rental premises where the landlord has an agreement with Hydro authorizing Hydro to disconnect the service for periods when Hydro does not have a contract for service with a tenant of that premises.

An internal guideline is also followed with respect to disconnection of customers during winter months. Hydro can disconnect customers for non-payment during winter months, however Hydro uses discretion in this matter with respect to residential customers. The decision will include determining if disconnection is the most viable option to obtain payment. Furthermore, to prevent undue hardship during winter months, in general Hydro does not disconnect residential customers in Labrador between November 15 and May 15, and on the Island portion of the Province between December 1 and April 30, unless the circumstances warrant such a disconnection. However, residential customers who are delinquent on payment will still be contacted and an effort made to collect the balance owing in full. Normal collection procedures apply to general service customers year round.

Hydro operates and maintains the electrical generation and distribution infrastructure in the community of Natuashish on behalf of the Mushuau Innu First Nation (MIFN) on a cost recovery basis. Hydro therefore has no policies with

- 1        respect to disconnection of Innu members who receive electricity services from
- 2        these facilities.