

1     **Q.     Re: NLH Evidence, Section 2, page 2.48, section 2.6.3**

2             Please indicate under what circumstances NLH may refuse a request for electric  
3             service from a resident or business located in the Newfoundland and Labrador,  
4             citing any relevant provisions of laws, regulations and regulatory orders.

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7     **A.**     For service requests that are within Hydro's service area, according to Hydro's Rules  
8             and Regulations, Section 3 (d), Hydro may in its discretion refuse to provide Service  
9             to an Applicant where:

- 10            i.     the Applicant fails or refuses to complete an application for Service;  
11            ii.    the Applicant provides false or misleading information on the application for  
12                Service;  
13            iii.   the Applicant or the Owner or an Occupant of the Serviced Premises has a  
14                bill for any Service which is not paid in full 30 days or more after issuance;  
15            iv.    the Applicant fails to provide the security or guarantee required under  
16                Regulation 4, Security For Payment;  
17            v.     the Applicant is not the owner or an occupant of the Serviced Premises;  
18            vi.    the Service requested is already supplied to the Serviced Premises for  
19                another Customer who does not consent to having the Service  
20                Discontinued;  
21            vii.   the Applicant does not pay a charge described in Regulation 9 (b), (c) or (d).  
22                (Regulation 9 concerns charges that may be required to extend the  
23                distribution infrastructure to the site of the customer's request); and/or  
24            viii.   the Applicant otherwise fails to comply with Hydro's Rules and Regulations.

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26            The preceding concerns the refusal of a request for electric service. In addition to  
27            this, Hydro may refuse to connect the electric service of an Applicant or a Customer

- 1 if the premises that are to be serviced do not comply with Provincial Electrical
- 2 Regulations and/or regulations of the Canadian Electrical Code.