

- 1 **Q. (Schedule B, clause 10 (g)) How does NP decide whether or not to relieve the**
2 **customer of responsibility for paying the underbilled amount?**
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4 A. A number of factors are used to decide whether or not to relieve the customer of
5 responsibility for paying the under billed account. Each situation is reviewed on a case
6 by case basis and the review includes, but is not limited to, the following questions:
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8 1. What was the root cause of the issue?
9 2. Can the period and amount of the under billing be reasonably estimated based on
10 information available?
11 3. Would the customer reasonably be aware of the problem?
12 4. Did the customer have a role in causing the problem?
13 5. Did the customer notify Newfoundland Power of the problem?