

- 1 **Q. Does the co-occupant policy allow Newfoundland Power to refuse to provide service**
2 **to a group of university students where one of them has a previous debt associated**
3 **with a previous tenancy with different people, or to elderly parents of an adult who**
4 **has arrears and has moved back in with his or her parents, or where a customer**
5 **takes in a family member or a friend who is a single mother with arrears?**
6
- 7 A. A refusal to provide service only occurs at the time a new application for service is
8 received.
9
- 10 The Company does not take collection action simply because there is a change in
11 occupancy at a property for which a customer has an existing service agreement.
12 Accordingly, service would not be disconnected because an existing customer has a
13 family member or a friend with an outstanding balance move in with them.
14
- 15 In a scenario where a group of individuals reside at a property and there is a transfer of
16 service from one individual to another, a new application for service would be required.
17 As part of the application process, the applicant would be asked to identify whether there
18 are any co-occupants. In the event that an identified co-occupant was financially
19 responsible for arrears on a previous account, the Company follows the guidelines
20 provided in response to Request for Information PUB-NP-050.