

1 **Q. Please describe how Newfoundland Power would address each of the following**  
 2 **scenarios and the potential impact to the customer:**

- 3 **i) A customer cancels or transfers their service as of June 30, 2020.**  
 4 **ii) A customer cancels or transfers their service and their final bill is less than the**  
 5 **one-time credit.**  
 6 **iii) A customer cancels their service before June 30, 2021.**  
 7 **iv) Newfoundland Power connects a new customer after July 1, 2020.**

8  
 9 **A. A. The Eligibility Criteria**

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 11 *Section 2.1 Customers Entitled to a Bill Credit* of Newfoundland Power's 2020 *One-Time*  
 12 *Customer Bill Credit Plan* provides:

13  
 14 *"A Customer that is receiving Service on July 1, 2020 shall be entitled to*  
 15 *a Bill Credit under the terms of the Plan."*<sup>1</sup>

16  
 17 Newfoundland Power would apply this eligibility criteria in each scenario outlined  
 18 below.

19  
 20 **B. Scenarios**

21  
 22 **i) A customer cancels or transfers their service as of June 30, 2020**

23  
 24 If a Customer cancels their Service on June 30, 2020, the Customer would not be  
 25 receiving Service on July 1, 2020. Therefore, the Customer would not receive a Bill  
 26 Credit.

27  
 28 If a Customer transfers their Service on June 30, 2020, the Customer would be receiving  
 29 Service on July 1, 2020, albeit at another Serviced Premises.<sup>2</sup> Therefore, the Customer  
 30 would receive a Bill Credit.

31  
 32 **ii) A customer cancels or transfers their service and their final bill is less than the**  
 33 **one-time credit**

34  
 35 If a Customer cancels their Service subsequent to July 1, 2020, the Bill Credit would be  
 36 applied to their final bill. Consistent with typical operational practice, if there was a

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<sup>1</sup> A "Customer" means any person who accepts or agrees to accept Service. "Service" means electrical service provided by the Company under rules and regulations approved by the Board pursuant to the Act. "Bill Credit" means a one-time bill credit amount calculated in accordance with *Section 3.4 Determination of the Bill Credit Amount* of the Plan. See *Section 1.1 Definitions* of Newfoundland Power's 2020 *One-Time Customer Bill Credit Plan*.

<sup>2</sup> "Serviced Premises" means the premises at which Service is delivered to the Customer. See *Section 1.1 Definitions* of Newfoundland Power's 2020 *One-Time Customer Bill Credit Plan*.

1 credit balance owing to the Customer on the final bill, the Customer would receive a  
2 cheque for that amount.<sup>3</sup>

3  
4 If a Customer transfers their Service subsequent to July 1, 2020, their outstanding  
5 balance, including any credit, will automatically be transferred with the Customer's  
6 Service. This is consistent with typical operational practice.

7  
8 **iii) A customer cancels their service before June 30, 2021**

9  
10 If a Customer was receiving Service on July 1, 2020, the Customer will receive a Bill  
11 Credit in July 2020.

12  
13 The Customer's Bill Credit would be unaffected by any change in the Customer's Service  
14 subsequent to establishment of the Customer's eligibility on July 1, 2020.

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16 **iv) Newfoundland Power connects a new customer after July 1, 2020**

17  
18 The Customer was not receiving Service on July 1, 2020. Therefore, the Customer would  
19 not receive a Bill Credit.

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<sup>3</sup> If the Customer cancelled their service at one Serviced Premises, but had another Serviced Premises, the credit balance owing would be transferred to that account.