

1 **Rules and Regulations**

2
3 **Q. (Rules and Regulations, para. 9(f)) It is stated “The reconnection fee shall be \$20.00**
4 **where the reconnection is done during normal office hours or \$40.00 if it is done at**
5 **other times.” What is the basis for these charges?**

6
7 A. Newfoundland Power’s *Schedule of Rates, Rules and Regulations* were reviewed as part
8 of the Company’s *2019 General Rate Application* (the “2018 Review”).¹ The 2018
9 Review involved a survey of eight Canadian utilities and showed Newfoundland Power’s
10 Rules and Regulations are comparable to utility policy frameworks throughout Canada
11 and are applied in a manner consistent with Canadian utility practice.² For the eight
12 utilities surveyed, reconnection fees ranged from \$20 to \$65 during regular business
13 hours and \$40 to \$185 after hours. No changes in Newfoundland Power’s reconnection
14 fees were made following the 2018 Review.

¹ As directed by the Board on November 21, 2017, the 2018 Review specifically addressed Newfoundland Power’s Rules and Regulations and associated practices related to: (i) denial and disconnection of service for non-payment; (ii) disconnection in winter; (iii) landlord and tenant responsibilities; and (iv) the protection of personal information.

² The utilities that participated in the survey were: FortisBC, Manitoba Hydro, Alectra Utilities, Hydro Ottawa, New Brunswick Power, Maritime Electric, Nova Scotia Power, and Newfoundland and Labrador Hydro.