

- 1 **Q. (page 9) It is stated that NP will not disconnect customers in winter who are seniors**  
2 **or have major illnesses. How does NP determine if a customer is a senior or has a**  
3 **major illness?**  
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- 5 A. Newfoundland Power determines if a customer is a senior or has a major illness both  
6 through the application for service process and in subsequent communications with  
7 customers.  
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- 9 During the application for service process, Newfoundland Power requests that customers  
10 provide their date of birth and indicate whether there is any special medical equipment  
11 present in the home. This information is recorded in the Company's Customer Service  
12 System ("CSS").  
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- 14 In addition to the application for service process, customers may, at any time, advise  
15 Newfoundland Power that a senior or someone with a serious illness lives in the home.  
16 Through the Company's website and *Power Connection* newsletter, Newfoundland  
17 Power asks customers to contact the Company to advise if there is special medical  
18 equipment in the home. Any such information provided by customers is recorded in the  
19 CSS.<sup>1</sup> This includes information noted by Field Service Representatives when visiting a  
20 serviced premise.

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<sup>1</sup> The "Special Care Customers" page on Newfoundland Power's website directs customers to advise the Company of any specialized medical equipment in the home. This is also addressed in the fall issue of *Power Connection*, the Company's customer newsletter.