

- 1   **Q.   How much money does Newfoundland Power recover through the co-occupant rule**  
2   **on an annual basis and how many times a year on average is this rule exercised?**  
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4   A.   Newfoundland Power does not currently maintain statistical information on this topic due  
5   to limitations of the Company's Customer Service System. Based on a manual review of  
6   2017 customer account information, Newfoundland Power estimates that approximately  
7   350 customer accounts were noted as having issues with co-occupant arrears. This  
8   represents approximately \$250,000 in unpaid bills, the majority of which was recovered  
9   by the Company.  
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11   During the year, Newfoundland Power processes over 40,000 applications for service.  
12   Based on the above estimate, issues related to co-occupant arrears affect less than 1% of  
13   applications for service.