

- 1 **Q. Provide the number of applicants that have been denied service each year in the**  
2 **period 2013 to 2017 due to the co-applicant being in arrears.**  
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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 identified 43 applications  
7 where service was at one point denied due to a co-occupant having outstanding arrears  
8 that could not reasonably be addressed through a payment arrangement.<sup>1</sup>  
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- 10 Newfoundland Power processes over 40,000 applications for service annually. Based on  
11 the above information, denial of service due to co-occupant arrears affects approximately  
12 0.1% of applications.

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<sup>1</sup> The 43 applications identified through this review include: (i) applications for properties where service was denied and subsequently discontinued (i.e. the account was closed); and (ii) applications for which service that were subsequently reconnected once the co-occupant issue was otherwise resolved.