

1 **Q. Provide the guidelines or policies on co-applicants that are used by customer service**  
2 **staff in dealing with refusal to provide service when a co-occupant is in arrears.**

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4 A. The guidelines used by customer service staff in dealing with refusals to provide service  
5 when a co-occupant is in arrears are as follows:  
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7 **When a new application for service is received:**

- 8 • Verify whether the applicant, co-occupants, or owner have arrears associated with a  
9 current or previous account that have been outstanding for 30 days or more.
- 10 • If a co-occupant has been identified as being financially responsible for arrears on a  
11 current or previous account, apply the guidelines below.  
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13 **The guidelines apply when:**

- 14 • An application for service has been received, a co-occupant has been identified as  
15 being financially responsible on a current or previous account, and there is a balance  
16 owing for 90 days or longer.
- 17 • If a co-occupant was listed on a previous account but was not identified as being  
18 financially responsible for the account, the co-occupant cannot be held responsible for  
19 *any* part of the arrears. In such cases, these guidelines do not apply and refusal of  
20 service shall not occur.  
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22 **When a co-occupant owes an outstanding balance and resides at property:**

- 23 • Advise applicant to have co-occupant contact Newfoundland Power to address  
24 outstanding “issue” within 48 hours.
- 25 • When the co-occupant calls:  
26 ○ Seek to arrange for payment,<sup>1</sup> or  
27 ○ If less than \$300, offer to transfer the balance to the applicant’s account,  
28 provided the applicant gives permission to do so.
- 29 • Service may be refused if issue remains unresolved.  
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31 **When an applicant declares a co-occupant has moved out:**

- 32 • Advise applicant to have landlord contact Newfoundland Power.
- 33 • If the landlord confirms the co-occupant has moved, the issue is considered resolved  
34 for the purposes of the current application.
- 35 • If information confirms the co-occupant continues to reside at the property, service  
36 may be refused.

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<sup>1</sup> Note that the clients of the Department of Advanced Education, Skills and Labour (“AESL”) have the option of signing a redirect. A redirect is a formal agreement between a customer and AESL whereby the government deducts the appropriate amount from a customer’s monthly Income Support and remits that amount directly to Newfoundland Power.