

1 **Q. Please provide the Company's policy in reference to disconnection during the winter**
2 **season.**

3
4 A. The Company's policy on the disconnection of electrical service between November 15
5 and April 15 is set out at page 5 of Attachment A to the Company's response to Request
6 for Information CA-389. In addition to the conditions noted in the credit policy, the
7 Company will not disconnect an electrical service for debt during the noted period if the
8 temperature is forecast by Environment Canada to be zero degrees Celsius or lower on
9 the day in question.