

- 1 **Q. Newfoundland Power stated in relation to the policy of refusing to transfer service**
2 **to a landlord until payment is made or the tenant has vacated the property:**
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4 *This practice limits a customer's ability to continue accruing arrears and ensures all*
5 *customers are required to pay for the service they receive.*
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7 **If the service is transferred to the landlord, wouldn't this discontinue the tenant**
8 **accruing arrears as the landlord is then responsible?**
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10 A. If service is transferred to a tenant's landlord, without requiring the tenant to first make
11 payment on the account, the tenant would accrue no further arrears other than interest
12 charges on the outstanding balance. However, transferring service to a landlord while a
13 tenant has an outstanding balance would remove the tenant's incentive to pay the bill and
14 limit the Company's options for collecting the balance.