



Docket: UE21224
Order: UE21-09

IN THE MATTER of an application by Maritime Electric Company, Limited for an order of the Island Regulatory and Appeals Commission approving a COVID-19 Customer Support Program and a COVID-19 Customer Support Deferral Account, pursuant to section 13 of the *Electric Power Act*, RSPEI 1988, c. E-4;

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Cheryl Mosher,
Senior Financial Advisor
Island Regulatory & Appeals Commission

AND IN THE MATTER of a request by Maritime Electric Company, Limited to transfer the unpaid balance of the COVID-19 Customer Support Program to customers' accounts.

Order

BEFORE THE COMMISSION ON Friday, the 15th day of October, 2021.

J. Scott MacKenzie, Q.C., Chair
M. Douglas Clow, Vice-Chair
Erin T. Mitchell, Commissioner

BACKGROUND:

1. On May 28, 2020, Maritime Electric Company, Limited (“Maritime Electric”) filed an application with the Island Regulatory and Appeals Commission (the “Commission”) seeking approval of a COVID-19 Customer Support Program and a COVID-19 Customer Support Deferral Account (the “Application”).
2. On June 5, 2020, the Commission issued Order UE20-03, which approved the COVID-19 Customer Support Program (the “Program”). The Program allowed for a three-month bill payment deferral, effective June 1, 2020, for eligible Residential and General Service customers. Eligible customers were required to enter into repayment arrangements for the deferred balance over a twelve-month period, beginning September 1, 2020 and ending August 31, 2021. Customers participating in the Program were not subject to interest, penalties or disconnection during the deferral or repayment period.
3. The repayment period for customers participating in the Program ended on August 31, 2021.
4. On October 13, 2021, Maritime Electric provided the Commission with an update on the Program. Maritime Electric advised that a total of 521 customers enrolled in the Program. As of September 2021, 96 percent of the total balance owing under the Program had been repaid by the participating customers.
5. As of October 2021, there were 118 customers who had unpaid balances owing under the Program. The total amount of all unpaid balances was \$30,362.04.
6. As the repayment period has now ended, Maritime Electric is requesting Commission approval to transfer the unpaid balances to the appropriate customer accounts. This will allow Maritime Electric to follow normal collection protocols to collect the unpaid balance.

DECISION:

7. The Commission is satisfied that the request made by Maritime Electric is reasonable. As the repayment period for the Program has now ended, any balance unpaid by a customer may be transferred to the appropriate customer account.

The Commission Orders:

1. Maritime Electric is authorized to transfer any unpaid balance owing under the COVID-19 Customer Support Program to the appropriate customer account.

DATED at Charlottetown, Prince Edward Island, this 15th day of October, 2021.

BY THE COMMISSION:

(sgd) J. Scott MacKenzie

J. Scott MacKenzie, Q.C., Chair

(sgd) M. Douglas Clow

M. Douglas Clow, Vice-Chair

(sgd) Erin T. Mitchell

Erin T. Mitchell, Commissioner