



**Section 4<sup>2</sup>**

Please explain in detail the reasonable efforts that were made to collect the deferred amounts from enrolled customers during the repayment period.

Please explain in detail the reasonable efforts that were made to collect the deferred amounts from enrolled customers that you no longer provide service to during the repayment period. (i.e., customers that were dropped or who departed)

\* Section 25(1)(2) of the *Utility Payment Deferral Program Act*: The Commission may review and audit the records of a service provider to ensure that submissions made by the service provider are correct.

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<sup>2</sup> For self-funded electricity service providers, see Section 3(2)(b) of the *Utility Payment Deferral Program Regulation*. For self-funded gas service providers, see Section 6(2)(b) of the *Utility Payment Deferral Program Regulation*.