

1 Q. What programs are being pursued to improve on revenue lag? How does
2 Newfoundland & Labrador Hydro's revenue lag compare to other Canadian
3 utilities?

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6 A. With the installation of Hydro's Utility Customer Information System the
7 revenue lag has been reduced by two weeks as a result of a more
8 streamlined meter reading and billing process. As well, planned changes to
9 the discount offered for prompt payment, the introduction of interest on
10 overdue accounts and an equal or levelized payment plan in line with
11 proactive collections by the Customer Services Representatives and the
12 closer proximity of Distribution System Representatives to the customer for
13 more timely disconnection, should help in reducing the revenue lag.

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15 Newfoundland and Labrador Hydro has not undertaken any research with
16 respect to the revenue lag experienced by other Canadian Utilities, therefore
17 the comparison requested is not available.