

1 Q. Further to CA-19 NLH, please provide the percent of estimated bills for each
2 of the past five years.

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5 A. The percent of estimated bills for each of the past five years is as follows:

6 1999 - 1.13% *

7 2000 - 1.08%

8 2001 - 1.60%

9 2002 - 1.32%

10 2003 - 1.65% **

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12 * Based on 8 months of billing (first billing on new customer service
13 billing system was May 25, 1999)

14 ** Based on actuals to August 19, 2003