

1 **Q. Can customers currently print and pay bills through the Internet? If so, please**
2 **provide the number of customers who use this service and the cost of providing the**
3 **service per customer.**
4

5 A. Newfoundland Power's Internet website does not currently enable customers to print or
6 pay their bills directly.
7

8 The Newfoundland Power website currently enables customers to retrieve their 12-month
9 consumption history and 12-month payment history. Customers may also establish pre-
10 authorized payment arrangements with the Company, or pay their Newfoundland Power
11 bills through their own Internet banking arrangements.
12

13 The various payment options offered by the Company, and the usage statistics relative to
14 each, are set out in the response to Request for Information CA-83.