

- 1 **Q. Page 2-6, Table 2-4: Please explain the increase in Uncollectible Bills from 2013 to**  
2 **2014.**  
3
- 4 A. Newfoundland Power's Uncollectible Bills increased by \$0.6 million from 2013 to 2014. The  
5 total Uncollectible Bills in 2014 was approximately \$1.5 million, or approximately 0.25% of  
6 revenue. This increase is primarily attributable to changing economic conditions.  
7
- 8 Weather conditions may also have contributed to the increase in Uncollectible Bills. The  
9 winter of 2014 was a notably cold one, with actual sales for the first quarter approximately  
10 9% higher than the previous year. During this time, the Company did not disconnect  
11 customers for overdue balances, due to restrictions associated with weather conditions  
12 and temperatures. Delays in disconnecting customers can both increase outstanding  
13 customer balances and reduce the Company's chances of recovering outstanding  
14 balances.  
15
- 16 The level of Uncollectible Bills in 2014 is not unprecedented. In 1996, Uncollectible Bills  
17 totaled approximately \$1.4 million or approximately 0.4% of 1996 revenue.  
18
- 19 Please refer to the response to Request for Information PUB-NP-019 for more information on  
20 the history of Uncollectible Bills at Newfoundland Power.