

**Section 5.1, 2009 Application Enhancements, p. 4**

**Q. Please provide examples of the “extenuating circumstances” that would cause Newfoundland Power to not require the same type of collection contact that would be required in other circumstances.**

A. Examples of extenuating circumstances that would cause Newfoundland Power to not require the same type of collection contact that would be required in normal circumstances include social services recipients (who arrange bill payment in conjunction with the Department of Social Services), customers with active bill accounts who live out of province (making customer contact more difficult), customers whose accounts are for rental properties, and customers who receive some (but not all) communications from Newfoundland Power electronically (notices sent by posted mail from Newfoundland Power may go unnoticed).

Using the same type of collection contact for all customers can affect operating efficiency and can detract from overall customer service delivery.