

1 **Q. Please provide the following for each of the past five years and explain how each is**
2 **measured, and if any exclusions apply:**

3
4 (a) **Percentage of bills not rendered within seven days of the scheduled billing**
5 **date, calculated as follows. What does NP believe to be a reasonable standard**
6 **of performance for this measure?**

- 7 - **Number of bills not rendered within seven days of the scheduled billing date**
8 - **Total number of bills scheduled to be rendered**
9

10 (b) **Percentage of bills found inaccurate after being sent to customers, brought to**
11 **company's attention either as a result of customer complaints and/or by the**
12 **company's own efforts, calculated as follows. What does NP believe to be a**
13 **reasonable standard of performance for this measure?**

- 14 - **Number of bills rendered inaccurately for the month**
15 - **Total number of bills rendered for the billing month**
16

17 (c) **Percentage of customers filing complaints ultimately classified as escalations**
18 **to the Company or to the Board concerning the posting of their payments to**
19 **their accounts, calculated as follows. What does NP believe to be a reasonable**
20 **standard of performance for this measure?**

- 21 - **Number of customers complaining about payment posting**
22 - **Total number of customers**
23

24 (d) **Percentage of meters not read each month in relation to the number that**
25 **were scheduled to be read, calculated as follows. What does NP believe to be**
26 **a reasonable standard of performance for this measure?**

- 27 - **Number of scheduled meters not read**
28 - **Number of meter readings scheduled**
29

30 A. (a) As was indicated in 2007, Newfoundland Power does not track the duration of
31 delays in rendering bills.¹
32

33 The issuance of a bill may be delayed beyond the scheduled billing date for a
34 number of reasons, including a malfunction of bill processing equipment and the
35 automated identification of anomalies that may indicate an error in the bill. When
36 this occurs, there is an established process to manage such delayed bills.
37

38 If a bill is delayed due to equipment malfunction, it is issued as soon as practical
39 after the equipment has been restored to working order. Bills delayed for other
40 reasons are transferred from the automated billing process to a manual review
41 process. Each such bill is reviewed on the next business day following the
42 scheduled billing date.

¹ Please see response to Request for Information CA-NP-456 filed in Newfoundland Power's 2008 General Rate Application.

If no error is identified in a bill earmarked for review, it is issued immediately. If a problem is identified, the bill is corrected as soon as possible and then re-issued. Bill errors may range from simple data entry errors to meter reading errors. A meter reading error may require that the meter be re-read. Delayed bills that have not been issued by the third day following the scheduled billing date are automatically routed for further review to ensure the matter is resolved in an expedient manner.

The Company tracks the number of bills delayed for verification of billing accuracy. Table 1 shows the percentage of these delayed bills as a percentage of the number of bills issued for the period 2004 to 2008.

Table 1
Delayed Bills
2004 to 2008

2004	0.6%
2005	0.5%
2006	0.5%
2007	0.5%
2008	0.7%

Given that Newfoundland Power does not have the data referred to in this question, the Company is not in a position to evaluate a reasonable standard of performance for this measure.

- (b) As was indicated in 2007, the Company performs billing adjustments as required to ensure billing accuracy, but does not track the number of adjustments made.²

The Company does not track the number of customer complaints.

Given that Newfoundland Power does not have the data referred to in this question, the Company is not in a position to evaluate a reasonable standard of performance for this measure.

- (c) As was indicated in 2007, the Company does not track the number of customer complaints. Therefore, the data requested is not available.³

² Please see response to Request for Information CA-NP-456 filed in Newfoundland Power's 2008 General Rate Application.

³ Please see response to Request for Information CA-NP-456 filed in Newfoundland Power's 2008 General Rate Application.

Given that Newfoundland Power does not have the data referred to in this question, the Company is not in a position to evaluate a reasonable standard of performance for this measure.

- (d) Table 2 shows the percentage of meters scheduled but not read each month from 2004 to 2008 as a percentage of those scheduled to be read.

Table 2
Meters Not Read as Percent of Scheduled Reads
2004 to 2008

	2004	2005	2006	2007	2008
January	8.9%	11.9%	2.8%	7.5%	15.0%
February	11.9%	10.2%	15.5%	22.4%	10.8%
March	13.9%	11.4%	18.0%	13.1%	21.1%
April	4.5%	3.4%	3.4%	3.4%	6.7%
May	0.9%	4.1%	0.8%	1.0%	1.2%
June	0.7%	0.9%	0.8%	0.8%	1.0%
July	1.0%	0.9%	1.0%	1.1%	1.6%
August	0.8%	0.8%	0.8%	3.7%	1.4%
September	0.6%	0.7%	0.9%	4.5%	0.4%
October	0.9%	1.3%	1.5%	1.9%	1.0%
November	1.5%	1.4%	1.3%	1.6%	1.5%
December	2.6%	2.2%	4.7%	15.4%	5.3%

Meters estimated as part of the summer estimating program are not included in the above figures, as they are excluded from scheduled reads.

The primary cause of meters not being read as scheduled relates to inclement weather conditions which present a safety hazard for employees.

Newfoundland Power believes its current performance for this measure to be reasonable.