

1 **Q. Reference Section 2: Customer Operations, p. 2-3, footnote 6. Please provide the**
2 **year over year (since 2004 to 2010 (f)) number of customers who avail of ebills (or**
3 **are forecasted to avail of ebills).**
4

5 A. Table 1 provides actual eBills participation as at year end for 2004 through 2008, and
6 forecast as at year end 2009.
7
8

Table 1
eBills Participation

Year	Participation
2004	4,275
2005	7,253
2006	11,425
2007	18,843
2008	23,275
2009F	28,000

9
10
11 Newfoundland Power has not forecast eBills participation for 2010.