

Q. With regard to the response to CA-NP-329, how do NP disconnections owing to lack of payment compare to that in other Canadian Provinces?

A. In 2006, Newfoundland Power surveyed other Canadian utilities with respect to their credit and collection policies regarding the disconnection of service for unpaid bills, and the percentage of their customer accounts disconnected annually for unpaid bills. The survey results are provided in Table 1.

Table 1
Disconnections for Debt
Canadian Utilities Average¹

Disconnections as a Percentage of Customer Accounts	Actual Days to Disconnect²	Policy Days to Disconnect³	Customer Contacts before Disconnect⁴
1.86%	74.5	54	4

Table 2 provides the corresponding information for Newfoundland Power for the most recent completed year.

Table 2
Disconnections for Debt
Newfoundland Power⁵

Disconnections as a Percentage of Customer Accounts	Actual Days to Disconnect	Policy Days to Disconnect	Customer Contacts before Disconnect
0.88%	121	84	5

¹ Annual data for 2005 (excludes Newfoundland Power).

² Actual average number of days between payment due date and disconnection.

³ Minimum number of days between payment due date and disconnection required by formal collection policy.

⁴ Number of contact attempts required by formal collection policy.

⁵ Annual data for 2008.