

1 **Q. In the response provided to CA – NP – 167(d) the percentage of meters scheduled**
2 **but not read each month varies from a low of .4% in September 2008 to a high of**
3 **22.4% in February 2007. How does this performance compare to that of other**
4 **Canadian utilities with similar customer settings?**

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6 A. Newfoundland Power does not have comparable data for other Canadian utilities regarding
7 meters that are scheduled but not read each month. In addition, differences in such factors
8 as climate, geography and meter reading schedules between Newfoundland Power and
9 other Canadian utilities would make it difficult to draw meaningful conclusions from such
10 comparisons.

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12 The February 2007 result of 22.4% of meters that were scheduled but not read can be
13 explained by the winter weather conditions experienced in that month. Of the
14 approximately 50,000 meters that were not read, almost 17,000 were missed over a four
15 day period as a result of a major winter storm on the Avalon Peninsula¹. In addition,
16 winter weather conditions that made meters inaccessible accounted for approximately
17 30,000 unread meters.

¹ On the afternoon of Monday, February 19, 2007, a severe winter storm moved into eastern Newfoundland delivering 50 centimetres of snow with winds in excess of 90 km/h. Most schools, businesses and transportation systems closed at different times during the week. In addition, snowplough operators were unable to effectively keep roads open resulting in the cancellation of Canada Post mail delivery on February 20, 2007.