

1 **Q. *Re: Tab 7.1 - 2013 Application Enhancements – Customer Service Internet***  
2 ***Enhancements***

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4 **What is the percentage of Newfoundland Power’s delinquent accounts over two (2)**  
5 **months or more?**

6  
7 A. The percentage of Newfoundland Power’s delinquent accounts over two (2) months or  
8 more will vary depending upon the date that the information is reported. For example, as  
9 of June 1, 2012, 5% of accounts and 8% of collectable<sup>1</sup> accounts receivable were two (2)  
10 months or more overdue and may be considered delinquent.

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<sup>1</sup> Collectable accounts receivable does not include electricity charges to customers in the Equal Payment Plan which have not yet been billed due to the nature of this plan.