

Q. How do NP disconnections owing to lack of payment compare to that in other Canadian Provinces?

A. Newfoundland Power does not have current information regarding disconnections in other provinces. However, the following is a summary of 2011 key results compared to the information referenced in the 2010 General Rate Application.¹

Table 1 indicates the results of a 2006 survey of other Canadian utilities with respect to their credit and collection policies.

Table 1
Disconnections for Debt
Canadian Utilities Average²

Disconnections as a Percentage of Customer Accounts	Actual Days to Disconnect³	Policy Days to Disconnect⁴	Customer Contacts before Disconnect⁵
1.86%	74.5	54	4

Table 2 provides the corresponding information for Newfoundland Power for 2011.

Table 2
Disconnections for Debt
Newfoundland Power

Disconnections as a Percentage of Customer Accounts	Actual Days to Disconnect	Policy Days to Disconnect	Customer Contacts before Disconnect
0.67%	126	84	5

¹ Please see response to Request for Information NP 2010 GRA, CA-NP-347.

² Annual data for 2005 (excludes Newfoundland Power).

³ Actual average number of days between payment due date and disconnection.

⁴ Minimum number of days between payment due date and disconnection required by formal collection policy.

⁵ Number of contact attempts required by formal collection policy.