

Q. The following questions relate to meter reading:

- a. What performance indicators does NP track relating to meter reading, for example, percentage of actual meter readings relative to scheduled number of meter readings?**
- b. Provide for the past five years, NP performance in all areas currently tracked relating to meter reading.**
- c. Provide details of methods and equipment used to track such indicators.**
- d. What targets has NP established for performance in each category currently tracked?**

- A.**
- a. Newfoundland Power currently tracks meter readings scheduled but not read as a percentage of scheduled meter readings.
 - b. Table 1 shows the monthly percentage of meter readings scheduled but not read for the period January 2007 through September 2011.

Table 1
Meters not Read as a Percent of
Scheduled Reads

	2007	2008	2009¹	2010	2011	2012
January	7.5%	15.0%	n/a	3.9%	7.3%	11.5%
February	22.4%	10.8%	n/a	17.9%	25.8%	12.4%
March	13.1%	21.1%	n/a	8.9%	11.0%	9.3%
April	3.4%	6.7%	n/a	7.5%	3.5%	4.4%
May	1.0%	1.2%	n/a	1.0%	1.1%	2.6%
June	0.8%	1.0%	n/a	1.9%	0.9%	1.0%
July	1.1%	1.6%	n/a	1.4%	0.9%	2.1%
August	3.7%	1.4%	n/a	5.3%	13.3%	5.4%
September	4.5%	0.4%	n/a	15.2%	6.2%	13.7%
October	1.9%	1.0%	1.5%	2.7%	2.9%	
November	1.6%	1.5%	9.4%	1.4%	5.8%	
December	15.4%	5.3%	8.7%	2.1%	8.7%	

¹ Information for January to September 2009 is not available, as the Customer Services System ("CSS") overwrites information after 36 months. Information for January 2007 through December 2008 was provided in the response to NP 2010 GRA, CA-NP-167.

1 Meters estimated as part of the summer estimating program are excluded from
2 scheduled reads and are not reflected in the figures in Table 1.

3
4 The primary cause of unread meters is inclement weather conditions that present a
5 safety hazard for employees or obstruct physical access to meters.

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7 c. The information regarding unread meters is obtained from the CSS.

8
9 d. Newfoundland Power does not have a target for meters not read. However, the
10 Company continues to monitor this indicator to ensure the number of estimates is
11 reasonable in the circumstances.