

Q. Page 7 6.1 2015 Application Enhancements NP 2015 CBA you indicate that ‘3,900 high bill inquiries were received’. Please provide a breakdown of these calls by region of the Island such as Avalon, Central and Western.

A. During the first quarter of 2014, over 3,900 high bill inquiry calls were received at Newfoundland Power’s Customer Contact Centre.¹ Table 1 provides a breakdown of those calls by operating area.

Table 1
Q1 2014 High Bill Inquiry Calls
Breakdown by Operating Area

Area	Breakdown
St. John’s	40%
Avalon	17%
Clareville	5%
Burin	4%
Gander	7%
Grand Falls	12%
Corner Brook	9%
Stephenville	6%

¹ The 3,900 high bill inquiry calls represent approximately 5.6% of all calls received in the Customer Contact Centre during the first quarter of 2014.