

1 **Q. Please confirm the number of bills which were changed as a result of the calls**  
2 **received as per DD-NP-009 and why they were changed.**

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4 A. In the first quarter of 2014 there were 245 billing adjustments made in the customer  
5 service system for accounts where a high bill inquiry was received.<sup>1</sup> The 245 billing  
6 adjustments represent approximately 0.03% of all domestic and general service rate class  
7 bills issued during the first quarter.

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<sup>1</sup> Reasons for each individual billing change are not recorded; however, the typical reasons for billing adjustments are (i) a high estimate corrected with a self-meter read by customer or (ii) a meter reading error by a Newfoundland Power meter reader.