

1 Q. **Please provide a breakdown of high bill inquiry calls for the past 5 years and the**
2 **2014 total to date.**

3
4 A. Table 1 includes a breakdown by year of high bill inquiry calls to the Company's contact
5 centre.
6
7

Table 1
High Bill Inquiries by Year
2009 to 2014 YTD¹

Year	High Bill Inquiry
2009	5,102
2010	3,345
2011	4,538
2012	5,086
2013	4,871
2014 YTD	5,799

¹ 2014 YTD includes data up to and including July 18th, 2014.