

1 Q. **Re Install Automated Meter Reading (Labrador City and Port Aux Choix) (p.**
2 **B-75)**

3 At page 8 of the report at Tab 33 it states that the new system also provides
4 improvement in customer service inter alia

- 5 • more detailed energy usage information will be available to help track
- 6 consumption patterns;
- 7 • more flexible billing options will be available to customers such as consolidated
- 8 bills and customer selected billing.

9 Please elaborate on how these benefits will come about to customers.

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12 A. Hydro is currently installing a new web-based Customer Care System. This system
13 will provide 13 months of monthly consumption data and three months of daily
14 consumption (only available with AMR meters) data for all customers with AMR
15 meters. Customers will be able to access this information online. Customers will be
16 notified of this new service when the system is activated.

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18 As AMR readings are taken daily, flexibility can be provided to the billing period.
19 Customers with multiple accounts who are now billed in different cycles may be
20 billed in the same cycle. Customers who wish to pay at certain times of the month
21 can request their bills be issued at this time. This service will be made available to
22 customers at their request.