

1 **Q. Reference: CA-NP-74: please provide a current cost per payment transaction**
 2 **comparison amongst NP's various means of accepting payment of customers' utility**
 3 **bill payments. Please also provide NP's aggregate cost of handling all bill payments**
 4 **from 2004 to forecast as well as the number of NP employees from 2004 to forecast**
 5 **who are involved in the handling and processing of bill payments.**

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 7 A. Table 1 shows the cost per payment transaction, based on 2006 costs and transactions.
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Table 1
Costs per Payment¹

Payment Type	Cost
Mail	\$0.38
Walk-In Bank	\$0.10
Dominion Payment Centres	\$0.47
Electronic (Telephone & Internet)	\$0.02
Automatic Payment Plan	\$0.03
Drop Box	\$0.23
HRE ² Assistance	\$0.03

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 12 Table 2 shows the annual costs relating to the processing of bill payments for 2004 to
 13 forecast 2007.
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Table 2
Payment Processing Costs
(\$000s)

2004	773
2005	622
2006	309
2007F	305

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 1 ¹ Includes labour, transaction fees, and equipment maintenance costs.

2 ² Department of Human Resources and Employment.

1 Table 3 shows the number of FTEs involved with processing bill payments for 2004 to
2 forecast 2007.

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Table 3
Cash Services FTEs

2004	14.0
2005 ³	10.6
2006	4.0
2007F	3.0

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³ From January to August 2005, there were 14 FTEs. From September to December, there were 4 FTEs.