

1 **Q. Would NP support providing its customers (with their electricity bills) periodic and**
2 **updated information as to the relative cost differences to heat water and the typical**
3 **home by the use of electricity and oil?**
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5 A. Newfoundland Power supports providing its customers with practical, unbiased
6 information, conservation tools and energy saving initiatives to enable them to take
7 effective action to manage electricity use.
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9 The cost to meet the space and water heating requirements of an individual's home is
10 dependent on the choice of both fuel and heating system. It is also influenced by a
11 variety of aspects of the building and the residents' lifestyles. Newfoundland Power
12 currently provides information and tools to enable customers to evaluate heating
13 alternatives based on their individual situation with respect to these factors. Such
14 information is provided on the Company's web site, through public outreach events, and
15 in response to individual customers' inquiries.
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17 In Newfoundland Power's view, the presentation of generalized information regarding
18 the cost differences between oil and electricity in the absence of appropriate tools and
19 information to support customer evaluation of individual circumstances would be less
20 informative to customer decision-making than the information currently provided by the
21 Company.