Q. Please provide the following data relating to metering and billing performance for each of the past five years and explain how each is measured and if any exclusions are applied:

(a) Percentage of bills not rendered within seven days of the scheduled billing date, calculated as follows:

$$\frac{\text{Number of bills not rendered within seven days of the scheduled billing date}}{\text{Total number of bills scheduled to be rendered}}$$

(b) Percentage of bills found inaccurate after being sent to customers, brought to company's attention either as result of customer complaints and/or by the company's own efforts, calculated as follows:

$$\frac{\text{Number of bills rendered inaccurately for the month}}{\text{Total number of bills rendered for the billing month}}$$

(c) Percentage of customers filing complaints ultimately classified as escalations to the Company or to the Board concerning the posting of their payments to their accounts, calculated as follows. An escalation is a complaint to Newfoundland Power to the Board that is judged could have been avoided if Newfoundland Power had taken reasonable action to prevent the complaint from arising.

$$\frac{\text{Number of customers complaining about payment posting}}{\text{Total number of customers}}$$

(d) Percentage of meters not read each month in relation to the number scheduled to be read, calculated as follows:

$$\frac{\text{Number of scheduled meters not read}}{\text{Number of meter readings scheduled}}$$

A. (a) Newfoundland Power does not track the duration of delays in rendering bills.

The issuance of a bill may be delayed beyond the scheduled billing date for a number of reasons, including a malfunction of bill processing equipment and the automated identification of anomalies that may indicate an error in the bill. When this occurs, there is an established process to manage such delayed bills.

If a bill is delayed due to equipment malfunction, it is issued as soon as practical after the equipment has been restored to working order. Bills delayed for other reasons are transferred from the automated billing process to a manual review process. Each such bill is reviewed on the next business day following the scheduled billing date.

If no error is identified in a bill earmarked for review, it is issued immediately. If a problem is identified, the bill is corrected as soon as possible and then re-issued. Bill errors may range from simple data entry errors to meter reading errors. A meter reading error may require that the meter be re-read. Delayed bills that have not been

issued by the third day following the scheduled billing date, are automatically routed for further review to ensure the matter is resolved in an expedient manner.

The Company tracks the number of bills delayed for verification of billing accuracy. Table 1 shows the percentage of these delayed bills as a percentage of the number of bills issued for the period 2002 to 2006.

Table 1
Delayed Bills
2002 to 2006

2002	0.8%
2003	0.8%
2004	0.6%
2005	0.5%
2006	0.5%

(b) The Company performs billing adjustments as required to ensure billing accuracy, but does not track the number of adjustments made.

As noted in the response to CA-NP-82, the Company does not track the number of customer complaints.

(c) As stated in the response to CA-NP-82, the Company does not track the number of customer complaints. Therefore, the data requested is not available.

(d) Table 2 shows the percentage of meters scheduled but not read each month from 2002 to 2006 as a percentage of those scheduled to be read.

Table 2
Meters Not Read as Percent of Scheduled Reads
2002 to 2006

	2002	**2003**	**2004**	**2005**	**2006**
January	17.1%	21.3%	8.9%	11.9%	2.8%
February	17.3%	15.8%	11.9%	10.2%	15.5%
March	4.8%	13.1%	13.9%	11.4%	18.0%
April	2.5%	2.8%	4.5%	3.4%	3.4%
May	1.6%	1.0%	0.9%	4.1%	0.8%
June	1.4%	1.0%	0.7%	0.9%	0.8%
July	1.1%	1.3%	1.0%	0.9%	1.0%
August	1.2%	1.0%	0.8%	0.8%	0.8%
September	1.0%	0.8%	0.6%	0.7%	0.9%
October	1.4%	1.3%	0.9%	1.3%	1.5%
November	2.2%	1.1%	1.5%	1.4%	1.3%
December	7.8%	3.1%	2.6%	2.2%	4.7%

Meters estimated as part of the summer estimating program are not included in the above figures, as they are excluded from scheduled reads.