

1 **Volume 1, Section 2 – Customer Operations**  
2

3 **Q.** (page 35, lines 2-3) It states that in 2006, over 11,000 customers received their bill  
4 through email producing savings to the company (see footnote 51) of approximately  
5 \$7.00 per year per customer. Please:

- 6  
7 **a.** Provide the year over year (since 2004 to forecast 2007) numbers of customers  
8 who avail of eBills.  
9 **b.** Indicate whether customers at present are provided a financial incentive to  
10 receive their bills by email.  
11 **c.** Indicate whether NP plans to provide a financial incentive to customers for  
12 opting to receive their bills by email.  
13 **d.** Indicate whether NP has tracked whether those customers who receive their bills  
14 by email pay their bills more promptly than those who receive their bills by  
15 paper copy in the mail.  
16

17 **A.**

18 (a) Table 1 provides eBill participation for 2004 to 2007 year-to-date.  
19  
20

**Table 1**  
**eBills Total Participation**

<b>Year</b>	<b>Participation<sup>1</sup></b>
2004	4,275
2005	7,253
2006	11,425
2007	14,195

21  
22  
23 (b) Customers are not provided with any financial incentive to participate in the eBills  
24 program.  
25

26 (c) The Company does not have any plan to provide financial incentives to customers for  
27 opting to receive their bills by email.  
28

29 (d) Customers who receive their bills through eBills are not, on average, more likely to  
30 pay their bills more promptly than customers who receive their bills by paper in the  
31 mail.

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<sup>1</sup> Participation as at end of year.