

Volume 1, Section 2 – Customer Operations

Q. Please provide the breakdown for the years 2004 to present, averaging monthly, the number of customers who pay:

- a. by mail;**
- b. by e-bill;**
- c. by means other than a) or b) with a breakdown as to the means used; and**
- d. by equalized billing versus standard (pay as you go) billing.**

A. Table 1 contains the monthly average number of payments made through the Company’s payment options, for the years 2004 through 2007 year-to-date.

**Table 1
Payment Methods
Monthly Average
2004 to 2007**

Year	Mail	Drop Box¹	Bank²	Electronic³	Dominion⁴	Authorized Payment	Cashier⁵	HRE⁶	Total
2004	36,014	-	19,678	89,456	-	21,400	30,648	8,292	205,488
2005	34,427	2,954	19,914	96,583	16,640	22,921	29,548	8,555	208,630
2006	32,502	2,558	10,953	113,227	17,324	25,400	-	8,514	210,478
2007	30,853	2,414	11,159	121,594	17,899	28,515	-	8,442	220,876

eBills are a means of electronically distributing the bill to the customer and not a payment mechanism. Therefore, customers do not actually pay by eBill.

¹ Drop box payments at Company offices were counted with Cashier payments until September 2005 when cashier services were discontinued. The 2005 figure is an average of the last four months of that year.
² Bank payments are made by the customer in person at a bank branch.
³ Electronic payments include payments at ATMs, Internet banking, telephone banking, and certain payments made at bank branches where the payment is recorded electronically by the bank.
⁴ Dominion payments began in September of 2005. The 2005 figure is an average of the last four months of that year.
⁵ Cashier payments ended at the end of August 2005. The 2005 figure is the average of the payments for the first eight months of that year.
⁶ HRE (Department of Human Resources and Employment) payments are submitted by the provincial HRE department for assistance recipients. The payments arrive twice a month via electronic means.

1
2 Customers enrolled in the equal payment plan (“EPP”) have the option of paying their bills in
3 equal instalments throughout the year. The instalments are based on their past 12 month’s
4 electricity usage. Customer bills will show both the EPP amount and actual usage.
5 Customers may choose to pay the EPP amount or make a payment that is different from the
6 EPP amount.

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8 Table 2 shows the number of accounts enrolled in EPP for 2004 to 2007 year to date.
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Table 2
EPP Participation
2004 to 2007

Year	Participation
2004	32,474
2005	31,344
2006	31,152
2007	31,863

11