(2) NP's actual revenues in 2001 exceeded their forecast level by 1.44%, apparently because the Company under-forecasted the growth in average residential electricity usage and the shift in heating markets from oil to electricity. This under-forecasting of revenues, along with interest receipts associated with income tax refunds and revenue from pole attachments related to the purchase of joint-use poles, helped NP over-earn its allowed ROCE by 1.76% during 2001.

- (3) NP's actual total gross operating costs during 2002, 2003, and 2004 were lower than those it forecasted in its 2003 GRA Application primarily because (a) NP underforecasted its total labour expense savings for 2003 and 2004, (b) it over-forecasted its travel expenses for 2003 and 2004, (c) it under-forecasted its savings on tools and clothing allowances for all 3 years, (d) it over-forecasted its insurance expenses in all 3 years, (e) it under-forecasted its savings in the area of education and training in all 3 years, (g) it under-forecasted its cost efficiencies in the equipment rental and maintenance area in all 3 years, and (h) it over-forecasted its vegetation management costs in all 3 years.
- (4) Contributing to NP's over-earning the mid-point of its allowed ROCE in 2002, 2003, and 2004, was the fact that the Company under-forecasted its electricity revenue growth rate over the 2001-to-2004 period because it under-forecasted the actual growth rate in its number of customers each year as well as their overall usage of electricity.