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2025-07-07

Newfoundland Power Inc.

Mr. Dominic Foley

E-mail: dfoley@newfoundlandpower.com

Dear Sir:

Re: Newfoundland Power Inc.- 2025 Customer Billing Review Report - Board's Response

In response to the March 6, 2025 request from the Board, Newfoundland Power filed a Customer Billing Review Report (the "Report") on March 21, 2025 which addressed concerns from customers regarding their February power bills. The Report indicated two primary explanations for higher bills in February 2025 as compared to January 2025: weather and longer billing periods.

On April 3, 2025, the Board accepted that colder weather and higher wind speeds were contributing factors to higher bills in February and that the number of billing days (i.e., the number of days between meter readings) may also be a contributor to higher customer bills. The Board requested Newfoundland Power provide the results of its review of billing practices including how its current practices influenced the number of billing days and its impact on customer bills between January and February 2025. Newfoundland Power provided the requested information on April 29, 2025 and June 2, 2025.

Newfoundland Power indicated that over 80,000 customers were billed for three or four more days in February 2025 than the number of days reflected in their bills for January 2025. The increased number of billing days contributed to higher bills for customers in February. The customer bill impacts were further magnified by the fact that the weather was much colder in February.

Newfoundland Power explained that its meter reading schedule has been designed to minimize meter reading costs while balancing consistency in billing periods and that while the schedule is designed to minimize fluctuations in billing days, variations are required for weekends and statutory holidays. To limit potential future billing impacts of fluctuations in billing days, Newfoundland Power indicated it will develop its next winter meter reading schedule so that billing day fluctuations will not exceed two days relative to the previous month. To achieve this target will require the scheduling of meter readings to be gathered on weekends.

The Board accepts Newfoundland Power's approach to minimizing customer bill volatility during the winter season by limiting billing period fluctuations in its meter reading schedule.

If you have any questions with respect to the requested information, please do not hesitate to contact the undersigned or the Board's Legal Counsel, Ms. Jacqueline Glynn, by email, jglynn@pub.nl.ca or telephone (709) 726-6781.

Sincerely,



Jo-Anne Galarneau
Executive Director and Board Secretary

JAG/cj

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