

1 **Q. Please provide the following for each of the past five years and explain how each is**  
2 **measured, and if any exclusions apply:**

3  
4 **(a) Percentage of bills not rendered within seven days of scheduled billing date,**  
5 **calculated as follows. What does NP believe to be a reasonable standard of**  
6 **performance for this measure?**

7  
8 **Number of bills not rendered within seven days of the scheduled billing date**  
9 **Total number of bills scheduled to be rendered**

10  
11 **(b) Percentage of bills found inaccurate after being sent to customers, brought to**  
12 **company's attention either as a result of customer complaints and/or by the**  
13 **company's own efforts, calculated as follow. What does NP believe to be a**  
14 **reasonable standard of performance for this measure?**

15  
16 **Number of bills rendered inaccurately for the month**  
17 **Total number of bills rendered for the billing month**

18  
19 **(c) Percentage of customers filing complaints ultimately classified as escalations to**  
20 **the Company or to the Board concerning the posting of their payments to their**  
21 **accounts, calculated as follows. What does NP believe to be a reasonable**  
22 **standard of performance for this measure?**

23  
24 **Number of customers complaining about payment posting**  
25 **Total number of customers**

26  
27 **(d) Percentage of meters not read each month in relation to the number that were**  
28 **scheduled to be read, calculated as follows. What does NP believe to be a**  
29 **reasonable standard of performance for this measure?**

30  
31 **Number of scheduled meters not read**  
32 **Number of meter readings scheduled**

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

2

3 The Company tracks the number of bills delayed for verification of billing accuracy.  
4 Table 1 provides delayed bills as a percentage of the number of bills issued annually  
5 for the period 2013 to 2017.

**Table 1:  
Delayed Bills  
(2013 to 2017)**

2013	0.3%
2014	0.4%
2015	0.3%
2016	0.1%
2017	0.1%

6 The percentage of delayed bills has decreased since 2016 as a result of the accelerated  
7 deployment of Automated Meter Reading (“AMR”) meters. Newfoundland Power  
8 believes its current performance for this measure is reasonable.

9

10 (b) Newfoundland Power performs billing adjustments, as required, to ensure billing  
11 accuracy, but does not track the number of adjustments made. Given the Company  
12 does not have the data referred to in this question, the Company has not considered a  
13 reasonable standard of performance for this measure.

14

15 (c) Newfoundland Power does not track the number of customer complaints regarding  
16 payment postings. Given the Company does not have the data referred to in this  
17 question, the Company has not considered a reasonable standard of performance for  
18 this measure.

- 1 (d) Table 2 provides the number of meters scheduled but not read each month for the  
2 period 2013 to 2017, as a percentage total meters scheduled to be read.

**Table 2:**  
**Meters Not Read as Percent of Scheduled Reads**  
**(2013 to 2017)**

	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016<sup>1</sup></b>	<b>2017</b>
January	9.6%	15.4%	7.9%	4.4%	3.5%
February	14.9%	16.9%	11.6%	4.0%	5.0%
March	7.0%	14.8%	14.0%	3.7%	3.3%
April	3.8%	11.1%	5.8%	3.6%	2.1%
May	3.9%	2.8%	1.9%	1.1%	0.5%
June	1.5%	2.3%	1.3%	1.8%	0.4%
July	1.4%	3.3%	2.3%	3.1%	0.6%
August	4.7%	4.6%	8.6%	2.7%	1.2%
September	4.0%	3.8%	3.3%	2.0%	0.4%
October	2.2%	1.9%	1.4%	2.1%	0.4%
November	4.1%	4.0%	1.5%	1.7%	0.3%
December	13.7%	3.2%	2.5%	3.5%	0.6%
<b>Annual Average</b>	<b>5.9%</b>	<b>7.0%</b>	<b>5.2%</b>	<b>2.8%</b>	<b>1.5%</b>

- 3 The percentage of meters not read each month has decreased since 2016 as a result of  
4 the accelerated deployment of AMR meters. Newfoundland Power believes its  
5 current performance for this measure is reasonable.

<sup>1</sup> These numbers excludes summer estimating, which was discontinued in 2016.