

1 **Q. (Reference 4.1 - Customer Correspondence Modernization) Pages 2 and 3**
2 **identify numerous concerns with the current billing process and notes (page**
3 **2) "Electronic users expect a more modern, interactive and digital-first**
4 **experience". How might smart meters (AMI technology) address these**
5 **concerns?**

6
7 **A.** The Request for Information references a sentence from the Company's *Customer*
8 *Correspondence Modernization* ("CCM") project report regarding electronic billing and
9 customer expectations. The relevant excerpt from the report is provided below, in full.

10
11 *Newfoundland Power's electronic bill ("ebill") delivery has grown to over 65*
12 *percent adoption, yet customer satisfaction with the ebill presentation and*
13 *delivery is lower than that of paper delivery customers. This can be attributed*
14 *to the current ebill design being based primarily on a paper bill format.*
15 *Electronic users expect a more modern, interactive and digital-first*
16 *experience. This would include such features as integrated payment*
17 *processing, customizable downloads, visual annual summaries, notifications*
18 *and seamless integration with My Account self-service tools.*

19
20 For information regarding how the CCM project can enable future potential use cases of
21 AMI technology, see part b) of the response to Request for Information CA-NP-074.