

1 **Q. (Reference 4.1 - Customer Correspondence Modernization) In footnote 5**
2 **(page 3) it is stated" ... from February 17 to March 7, 2025 approximately 5%**
3 **of the 11,000 customer calls were specifically about high bills, up from 2%**
4 **during the same period in 2024."**
5 **a) If AMI had been in place, would those customers been able to effectively**
6 **monitor their consumption?**
7 **b) How many of the 550 (5% of 11,000) customers specifically requested that**
8 **NP redesign its bills?**
9 **c) What were the remaining 95% of customer calls about? Did any of them**
10 **request that NP redesign its bills?**
11 **d) Please confirm that NP has taken steps to address issues arising from the**
12 **calls from February 17 to March 7, 2025 regarding high bills.**

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14 **A.** a) Newfoundland Power's current metering system, automated meter reading ("AMR")
15 enables customers to monitor their monthly electricity consumption through their
16 bill, or through the *MyAccount* online portal. This information can assist customers in
17 managing their electricity usage. For example, customers can compare their current
18 month's usage with prior periods to assess the impact of energy savings measures
19 and/or adjust their behaviour to reduce electricity consumption.¹

20
21 Advanced Metering Infrastructure ("AMI") technology can allow customers access to
22 more detailed and frequent information about their electricity use. While AMI
23 technology can help customers better monitor their electricity consumption, it is not
24 clear what impact, if any, AMI would have had on customer electricity usage and
25 customer calls during the period of February 17 to March 7, 2025.²

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27 b) Newfoundland Power does not track customer contacts specifically requesting
28 changes to billing design, therefore the requested information cannot be provided.

29
30 c) The remaining 95% of customer calls related to: customer accounts, billing and
31 general questions; payments; field service; outages; and takeCHARGE programs.
32 See also part b).

33
34 d) It is confirmed.³

¹ Newfoundland Power also provides a range of tools and programs that support customers in reducing their electricity usage. For example, through takeCHARGE, customers can access rebate programs for energy-efficient products such as heat pumps and insulation upgrades. In addition, the Company's Net Metering Service Option provides customers with the ability to generate electricity to offset their own consumption.

² Newfoundland Power notes that a transition to AMI at this time would increase the costs borne by customers for metering. For more information on the Company's AMI assessment, see the *AMI Update*.

³ For additional information on steps taken by Newfoundland Power to address customer concerns about high bills, please see pages 15 to 17 of the *2025 Customer Billing Review* filed with the Board on March 21, 2025. See also Newfoundland Power's letter filed with the Board on April 29, 2025, titled "*Newfoundland Power Inc. - Customer Concerns with Accuracy of Electricity Billings*."