

*Requests for Information*

**Q. In reference to the evidence of Philip Hughes, page 14, line 22, please provide on a table the actual numbers of use of Newfoundland Power's website between 1996 and 2002, as opposed to the percentage provided.**

A. Newfoundland Power introduced a rudimentary website providing basic information about the Company in 1996. A more advanced website offering enhanced customer service features was introduced in the fall of 1998. The Company did not maintain website usage statistics prior to 1999. Table 1 below indicates the number of monthly visits to Newfoundland Power's website from January 1, 1999 to December 31, 2002.

<p style="text-align: center;"><b>Table 1</b> <b>Monthly Visits to Website</b></p>				
	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>
January	2,068	3,715	7,390	10,763
February	2,025	3,938	6,367	9,076
March	2,376	5,006	6,756	9,797
April	1,855	4,531	6,367	9,901
May	1,658	2,592	6,764	11,030
June	1,927	4,221	6,068	9,247
July	1,854	4,557	6,157	10,208
August	1,914	4,971	6,018	10,539
September	1,237	4,957	5,886	10,729
October	2,887	5,749	7,648	14,033
November	3,006	5,217	8,551	12,856
December	2,100	4,657	7,480	11,538
<b>Total</b>	<b>24,907</b>	<b>54,111</b>	<b>81,452</b>	<b>129,717</b>
Average visits per month	2,076	4,509	6,788	10,810