- 1Q.Please provide particulars of the Company's policy on meter reading during the2summer months and provide particulars of cost savings realized as a result of the3Company's failure to read the meters on a monthly basis during the summer4months. Please provide these figures for the summer months of 1996 to current.5
- A. In early 2000 the Company identified an opportunity to reduce operating costs associated with meter reading by estimating a portion of its meter readings during the summer months. This initiative allowed the Company to reduce the level of temporary labour used to replace vacationing meter reading staff during the July to September period. A
 Summer Meter Reading Estimating Pilot Project was implemented to measure customer response to the initiative and verify the potential savings that could be realized through the estimation of selected meter reading routes.
 - The findings from the pilot project indicated that there was a low level of concern from customers regarding having their meters estimated in the summer months. As well, the pilot project verified the potential cost savings of the initiative.
- Attachment A is a letter to the Public Utilities Board providing the key elements of the
 program. Attachments B and C are copies of the results of the estimating program for
 2000 and 2001 respectively.
- Table 1 below provides a summary of the number of estimates undertaken and the estimated cost savings for the period 2000 to 2002. The number of estimates and cost savings were reduced in 2002 as a result of the rate change implemented September 1, 2002, and the Company's practice to avoid estimating in the month prior to the implementation of a rate change. 27

Table 1 Summer Estimating Program 2000 – 2002		
	Number of	Cost Savings
Year	Estimates	(\$000s)
2000	63,229	22
2001	97,065	45
2002	40,211	20

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