

1 **Q. What percentage of customer bills have been estimated, year over year, since 1998 –**  
 2 **provide the same on a table.**

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 4 A. Table 1 below provides the total number of estimated bills, total meter readings, and  
 5 estimated bills as a percentage of total meter readings annually since 1998. Estimated  
 6 bills prior to 2000 were tracked in a different manner and the figures are therefore not  
 7 directly comparable.  
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<b>Table 1</b> <b>Estimated Bills as Percentage of Total Meter Readings</b>			
<b>Year</b>	<b>Estimated Bills</b>	<b>Total Annual Meter Readings</b>	<b>Estimated Bills as % of Total Meter Readings</b>
1998 <sup>1</sup>	30,740	2,439,793	1.26 %
1999 <sup>1</sup>	34,068	2,456,508	1.39 %
2000 <sup>2</sup>	136,328	2,474,112	5.51 %
2001 <sup>3</sup>	278,505	2,492,208	11.18 %
2002	167,494	2,517,120	6.65 %
<b>Total</b>	<b>647,135</b>	<b>12,379,741</b>	<b>5.23 %</b>

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 10 <sup>1</sup> 1998 and 1999 include only missed reads coded by the meter readers in the course of completing their  
 11 routes. These do not include situations where the meter was inaccessible due to winter conditions.

12 <sup>2</sup> Summer estimating program came into effect in 2000 and continued in 2001 and 2002.

13 <sup>3</sup> Record winter snowfall in 2001 caused a dramatic increase in billing estimates.