1 Q. Please provide the average number of days from initial billing to o	aisconnection.
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2
3 A. From January 1<sup>st</sup> to December 31<sup>st</sup>, 2002 the number of residential and commercial
4 disconnects for non-payment totalled approximately 700. The average number of days
5 from initial billing to disconnection for 2002 was 148 days.