

1 **Q. In reference to the evidence of Earl Ludlow, page 45, line 15, please advise as to the**
2 **number of customers who have changed their contact information by use of the**
3 **Internet option in the years 2000 to date.**
4

5 A. The functionality associated with changing account information was not available on the
6 website until October 2001. Table 1 below provides the data up to the end of December
7 2002.
8
9

Table 1		
Internet Usage for Account Information Changes		
	2001¹	2002
Change Account Information	341	1,152

10
11
12 ¹ For the period October to December, 2001.