

1   **Q.    Further to CA264, please advise as to the dates customers' bills are issued and any**  
2   **changes in the date for issuing bills for the period 1998 to current and the reasons**  
3   **for any such changes.**

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5   A.   Newfoundland Power reads meters and issues bills to its customer each month based on a  
6       19-day cycle. On average, approximately 11 to 12 thousand customer accounts are billed  
7       on each of the 19 days.

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9       Generally, customer accounts remain in the same billing cycle for extended periods of  
10      time (in many cases, for years), and are billed around the same time each month. On  
11      occasion, however, the Company will make changes to its meter reading routes to  
12      improve the efficiency of the meter reading process. As a result of these meter reading  
13      route changes some customers will have their billing dates moved to an earlier or later  
14      billing cycle.

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16      Although a customer may experience a change in their monthly bill date as a result of  
17      changes in meter reading routes, the 30-day period during which the customer may pay  
18      their previous bill without incurring late payment charges will be unaffected.