

1 **Q. Page 2-7, lines 6-8: What are the estimated total savings each year for the period**  
2 **2016 to 2018F from use of ebills? In the response include labour costs and any**  
3 **specific expense or savings such as postage costs.**  
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5 A. Over the 2016 to 2018 forecast period, Newfoundland Power has achieved additional  
6 savings of approximately \$120,000 *in each year* as a result of ebills participation.<sup>1</sup> This  
7 is associated with enrolling approximately 12,000 additional customers annually over the  
8 period. In total, the Company is expecting to achieve cumulative savings of  
9 approximately \$360,000 in 2018 associated with 36,000 new ebill participants since  
10 2016.<sup>2</sup>  
11

12 In the 2019 and 2020 test years, Newfoundland Power has included additional annual  
13 savings of approximately \$120,000 in each year. That is, the 2020 test year includes  
14 approximately \$240,000 in forecast savings associated with an additional 12,000 ebill  
15 participants in each of 2019 and 2020.<sup>3</sup>

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<sup>1</sup> Total estimated savings reflect total customers enrolled in ebills and the avoided printing, paper, envelope and postage charges. It does not include embedded labour and equipment costs associated with printing bills, as the Company is still required to incur those costs to provide paper bills to some of its customers.

<sup>2</sup> \$120,000 estimated annual savings x 3 years = \$360,000.

<sup>3</sup> Ebill savings are partially offset by postage rate increases and new customers. For example, over the 2016 to 2020 forecast period, there are expected postal rate increases of 15.5% and a forecast increase in total customers of 3.6%. Overall, postage costs are forecast to decrease by approximately 15%, or \$230,000, between 2015 and 2020. This reflects a forecast increase in ebills participation. See *Volume 1, Application, Company Evidence and Exhibits, Section 2.2.2 Balancing Costs and Service*, page 2-8, and *Exhibit 2*, line 23.