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E-mail: dfoley@newfoundlandpower.com

2025-03-06

Mr. Dominic Foley
Newfoundland Power Inc.
55 Kenmount Road
P.O. Box 8910
St. John's, NL A1B 3P6

Dear Sir:

Re: Newfoundland Power Inc.- Customer Concerns with Accuracy of Electricity Billings

Recent Newfoundland Power customer billings have raised public concerns about the accuracy of meter readings and customer usage. The Board has received a significant number of inquiries from customers and as well as a request for the Board to investigate the issue.

To address these customer concerns, the Board requests that Newfoundland Power review this matter immediately and report to the Board by March 21, 2025. Newfoundland Power should advise as to the measures currently employs to ensure billing accuracy and reduce billing volatility and whether additional measures are being considered, reasons for recent customer billing increases and whether any billing errors were detected while reviewing customer inquiries. Newfoundland Power should also advise as to additional measures that it plans to take:

- i) to provide customers flexibility in the payment of increased billings and
- ii) to provide enhanced communication to customers in relation to this matter.

If you have any questions with respect to the requested information, please do not hesitate to contact the undersigned or the Board's Legal Counsel, Ms. Jacqueline Glynn, by email, jglynn@pub.nl.ca or telephone (709) 726-6781.

Sincerely,

Jo-Anne Galarneau
Executive Director and Board Secretary
JO/ml

ecc

Newfoundland Power Inc.

Douglas Wright, E-mail: dwright@newfoundlandpower.com

NP Regulatory, E-mail: regulatory@newfoundlandpower.com

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Consumer Advocate

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