

BC Hydro Rate Design Workshop

SUMMARY

JUNE 11, 2014

1:30 P.M TO 2:30 P.M.

BC Hydro
333 Dunsmuir St – 16TH Floor
Vancouver, BC

TYPE OF MEETING	Topic Specific 1:1 Meeting
FACILITATOR	Jane Christensen, Regulatory and Rates, BC Hydro
PARTICIPANTS	Erin Pritchard, BC Old Age Pensioners' Organization
REGRETS	Sarah Khan, BC Old Age Pensioners' Organization
BC HYDRO ATTENDEES	Shirley Siega, Customer Service Operations, BC Hydro Daren Sanders, Customer Service Operations, BC Hydro Gordon Doyle, Regulatory and Rates, BC Hydro
AGENDA	<ol style="list-style-type: none"> 1. Welcome, Introductions, Emergency Procedures 2. RDA Engagement Process; summary to reflect RDA related issues 3. PS Programs for Low Income Customers (not RDA related) 4. Questions re FOI and Email Response on Disconnections/Reconnections 5. Reconnection Charge Cost Allocation 6. Pre-Payment Plan if time permitting (not RDA related)

MEETING MINUTES		
ABBREVIATIONS	RDA.....Rate Design Application BCH BC Hydro DSM..... Demand Side Management EE..... Energy Efficient MWh.....Megawatt hour GWh.....Gigawatt hour	BCUC.....BC Utilities Commission IPP Independent Power Producer N/A Not applicable RFP Request for Proposal TBA To be announced TBD To be determined RDR.....Remote Disconnection/Reconnection BCOAPO .BC Old Age Pensioners' Organization
1. Welcome and Introductions SUMMARY		
RDA engagement process was reviewed: <ul style="list-style-type: none"> • discussion on RDA related matters to be summarized • summary to be reviewed/edited by all attendees • summary to be posted to the RDA website 		
2. Questions re BC Hydro's FOI and email response on Disconnections – Policy and Procedures - see attached		
All – questions and discussion on information provided		
FEEDBACK		BC HYDRO RESPONSE
1.	What is an IVR; how is it used?	IVR is the Interactive Voice Response system which allows customers to conduct some business functions through the phone system, e.g. payment deferral set-up.
2.	Is there a difference in treatment with setting up a deferral via online or IVR and with a Contact Centre agent?	There should be no difference; treatment is to be consistent no matter the channel.
3.	Is a one-time deferral once per billing period or once per customer?	Agents try to work with customers as there are different circumstances; it could possibly (but unlikely) be once per billing period depending on a customer's specific

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		circumstances and what is being requested.
4.	Will a deferral be set up if the customer calls after the bill is due?	BCH wants customers to be proactive and contact them before the bill is due. Once the bill is late it becomes delinquent and may then be in the credit review process.
5.	Is the good, medium and poor payment history at someone's discretion or is it quantified?	The payment history is quantified. A customer who pays all their BCH bills on time will have a zero rated credit score. Credit scores are impacted if a customer pays late and/or credit action has been taken on an account. There is more risk with those that have a poor payment history; they may not receive the same number of notices as someone with a good payment history before the account is approved for disconnection.
6.	Clients believe that BCH does not disconnect service when the temperature is below zero. Is that not the case?	BC Hydro's sub-zero policy is to provide customers with a 72-hour warning to protect their property from possible weather impacts with a disconnection. This message is embedded in all customer communications, including phone calls done prior to a disconnection. During the winter holiday season, BC Hydro does suspend disconnections for approximately 2 weeks prior to the new year but that is not connected to the weather.
7.	Why are operators only looking at accounts with greater than \$70 owing?	BC Hydro currently does not disconnect for amounts of less than \$70 owing.
8.	Is there any information provided on how customers can protect/manage the impact of a sub-zero disconnection?	Customers should enter into payment arrangements before the service is disconnected.
9.	Clients on fixed incomes may make payment arrangements but then find they cannot keep them. At what point would a poor payment history customer be denied a payment plan?	There is nothing set; there are different situations for each customer. Customers who report a false payment or do not keep to the terms of the arrangements may be denied further arrangements.
10.	Why have more disconnection orders been issued in F2014?	F2013 was a transition year and had a low number of disconnections. F2014 was a catch-up year. The average of F2013 and F2014 is in line with the approximate 18,000 disconnection orders seen in a year.
11.	When does a disconnection order expire?	An order expires after 21 days; the re-warning process begins again. With RDR it is unlikely the order will expire unless the RDR fails.
12.	BCPSO wants to have the reconnection charge re-assessed and may formally canvas BCH to do this ahead of the other RDA changes.	The reconnection charge needs to consider what costs to include and which costs to allocate to those who have been disconnected vs. all ratepayers.
3. Minimum Reconnection Charges – Flow Chart and Illustrative Example - see attached		
All – questions and discussion on information provided		
FEEDBACK		RESPONSE
1.	FortisBC had indicated that their charge may be \$10 with the remote reconnection; There is an expectation that BCH's charge will be reduced.	There has been a fundamental change to the business with the introduction of the RDR. Investment has been made to the technology and supporting IT.

BC Hydro Rate Design Workshop

SUMMARY

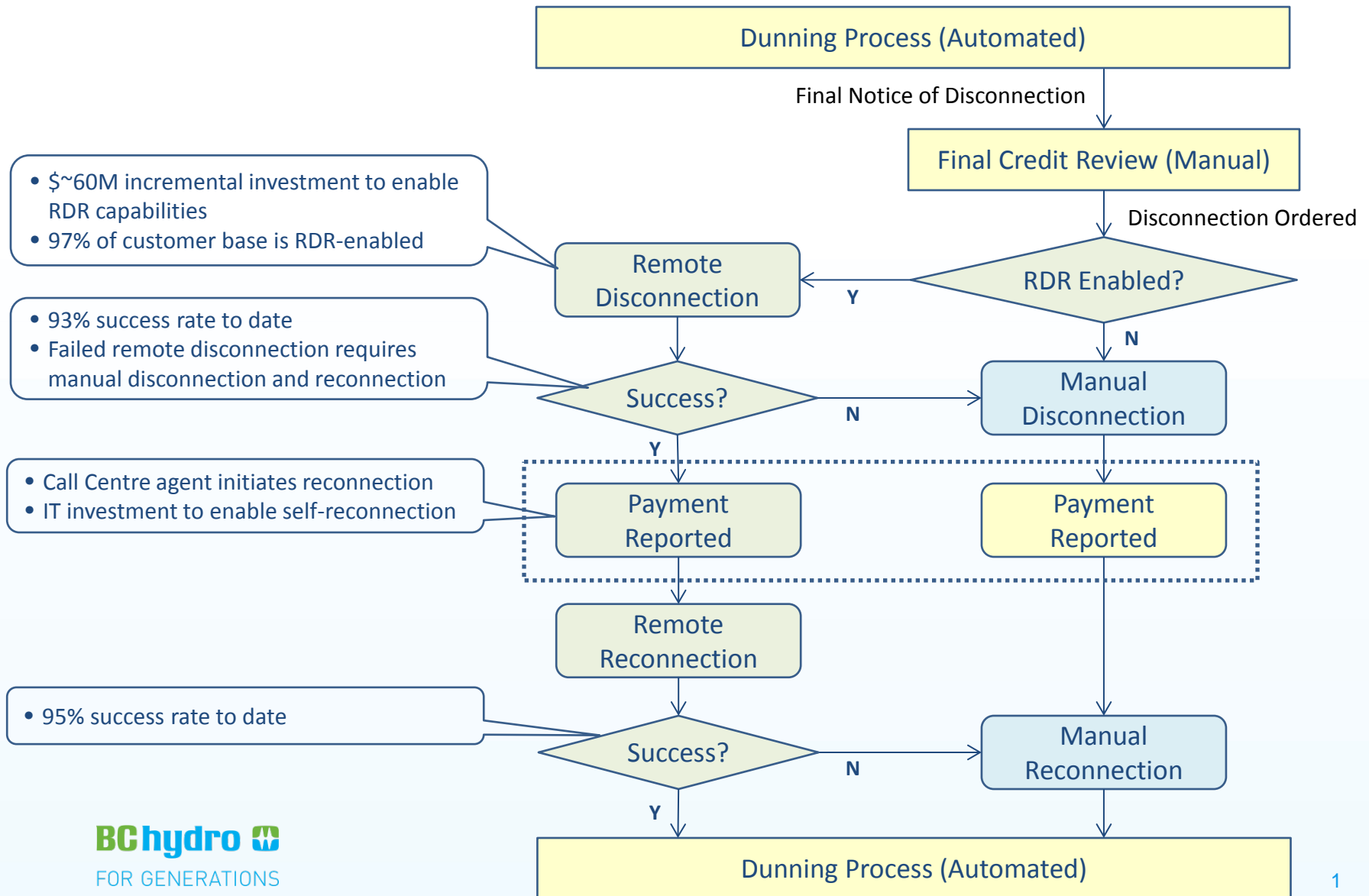
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		<p>Previous reconnection charge cost model (2007 RDA) primarily focused on truck roll costs and did not account for the other less significant costs associated with a disconnect/reconnect. That model doesn't work anymore.</p> <p>There are a number of touch points with the disconnect/reconnect process. BCH is looking for feedback on whether the costs should be allocated to the reconnection charge and if so, how much.</p> <p>Illustrative example provided is not BCH's proposal. The example is meant to demonstrate what the charge could possibly include if all costs were incurred for a non-payment disconnection.</p> <p>BCH recognizes there are benefits to all ratepayers that should be considered and allocated to all customers and not just the reconnection charge.</p> <p>If the reconnection charge is too low then there is no deterrent, which in turn could push up costs for ratepayers.</p>
2.	Clients who are disconnected may find the charge prohibitive to being reconnected.	The reconnection charge should be a deterrent for all customers. The number of low income customers being disconnected is not necessarily higher than other customers.
3.	BCH had advised that the Ministry of Social Development representative should contact BCH if the customer is receiving assistance and has a pending disconnection.	BCH works with the Ministry to set up payment plans if required. About 6,000 customers have their BCH bill payments sent directly by the Ministry.
4. Closing Comments		
<p>BCH is not proposing a reconnection charge at this time. At the June 25th workshop BCH wants feedback on what and how much should be allocated to the reconnection charge.</p>		
<p>Meeting adjourned at 2:30.</p>		

Standard Charges – Minimum Reconnection Charges



Standard Charges – Minimum Reconnection Charges

****Illustrative Example****

Process Step	Unit Cost	Assumptions
Initiate Disconnection		
Agent costs	\$ 6.00	
Disconnect Customer		
RDR Metering and IT	90.00	50% of investment in RDR functionality
Manual disconnection	8.00	8% of disconnections are manual
Report a Payment / Initiate Reconnection		
Agent costs	3.00	In future, 50% will speak with agent
IT investment in self-service reconnections	6.00	
Reconnect Customer		
RDR Metering and IT	90.00	50% of investment in RDR functionality
Manual reconnection	10.00	10% of reconnections are manual
Fee per Non-pay Disconnect / Reconnect	\$ 213.00	

Note: The manual reconnection labour costs were calculated based on standard hours.



FOR GENERATIONS

Scott Macdonald

Manager, Freedom of Information and Privacy

16th Floor

Phone: (604) 623-3880

Fax: (604) 623-4556

Request Number: 201.20.2015-008

06 June 2014

Mr. Erin Pritchard
Barrister & Solicitor
The British Columbia Public
Interest Advocacy Centre
208 – 1090 West Pender Street
Vancouver, BC
V6E 2N7

Dear Mr. Pritchard:

Re: *Freedom of Information and Protection of Privacy Act* ('the Act')
— Request for records

I am writing in response to the above-noted request for records under the Act.

Your request consisted of six questions.

Each of your questions is reproduced and addressed, below, in the order it appeared in your request.

1. Records calculating the actual cost of reconnections for:

- Customers with radio on smart meter;
- Customers with "analog" ("legacy") meters;
- Customers with radio-off smarter meters; and
- Any other residential customers without the remote on/off switch

BC Hydro does not capture the cost of disconnections and reconnections separately based on meter type.

2. Any written BC Hydro policies pertaining to disconnecting residential customers for nonpayment during the winter months

Please see **Attachment A**.

3. Total number of manual disconnections for nonpayment that occurred in the five fiscal years ended March 31, 2013 by BCH district; together with the amount of revenue garnered from this source, broken down by month

The following table summarizes the number of disconnections for nonpayment completed, including both manual and remote disconnections.

Number of Disconnections for Non Payment per Month

Month	F2010	F2011	F2012	F2013	F2014
April	1,086	706	784	577	492
May	907	799	909	660	1,284
June	976	704	482	714	1,377
July	648	621	183	599	1,890
August	516	488	495	373	1,773
September	744	727	761	344	2,064
October	568	635	638	425	2,995
November	469	480	460	309	1,850
December	228	335	205	211	1,002
January	502	436	288	412	2,268
February	447	610	529	249	1,651
March	803	647	642	122	2,294
Total Disconnects Completed	7,894	7,188	6,376	4,995	20,940
Disconnect Orders Issued	18,368	18,530	18,381	11,987	25,362

Prior to implementation of the Remote Disconnect / Reconnect (RDR) functionality, less than half of the disconnections ordered were actually executed. While credit review ("Dunning") processes have not changed with RDR, the completion rate of disconnection orders is substantially higher.

Disconnection histories are not readily available by district for the period requested and would require creation of a custom report to obtain this level of detail. The table in **Attachment B** summarizes disconnections by billing area for F2014. Please note that these totals include disconnections for reasons other than non-payment (e.g., premises vacant or apparently vacant) so the total does not equal 20,940 as shown in the table above. Also note that F2014 was a transition year in which RDR functionality was introduced gradually throughout the province and may not represent steady-state operations.

You requested revenues associated with disconnection, but BC Hydro does not charge a fee for a disconnection. Cost recoveries are associated with reconnections and these are shown as follows in the table, below. Please note that information is only readily available from F2011, which was when BC Hydro converted to its current financial system. Additionally the information includes reconnection fees associated with both nonpayment and unsigned (vacant) accounts, though historically most disconnections have been because of nonpayment.

Reconnection Recoveries by Year for Non-payment and Unsigned Accounts

Fiscal Year	Recoveries from Reconnections
2011	\$1,706,135
2012	1,667,217
2013	1,521,527
2014	2,458,291

The current approved minimum reconnection fee is \$125 per meter during regular working hours and applies to manual and remote reconnections of meters. During the Meter Choices Program costs application, BC Hydro noted in its response to BCPSO IR No. 2.21.3 that it:

“... intends to review the costs associated with the disconnection/reconnection process once the Smart Metering project is complete and operations stabilize. An amendment to the BC Hydro Electric Tariff would then be filed if warranted with a future rate design application.

Although the Tariff permits higher reconnection charges outside of regular working hours, in practise and assuming that a remote reconnection is successful, BC Hydro will not charge more than the minimum charge of \$125 per meter for customers with radio-enabled smart meters regardless of the time the reconnection is performed.”

4. Total number of instances where the reconnection fee following nonpayment was waived, if an, in the five fiscal years ended March 31, 2013

BC Hydro does not collect this information. However, the instances are extremely rare and are primarily related to situations in which BC Hydro has made an error.

- 5. Total number of disconnections at residential premises in each of the past 24 months due to nonpayment, broken down by month (please provide the respective numbers of remote disconnections and manual disconnections separately)**

Please refer to question 6.

- 6. Total number of reconnections at residential premises in each of the past 24 months following nonpayment, broken down by month (please provide the respective numbers of remote reconnections and manual reconnections provided separately)**

Data are not readily available that identify only residential customers so the figures below also include disconnections and reconnections of commercial customers. However, the vast majority of disconnections/reconnections are performed for residential customers. RDR started in March 2013. Please see **Attachment C**.

If you have any questions regarding the data/processes described in this letter, please contact Daren Sanders, Manager of Customer Service Operations, at daren.sanders@bchydro.com.

If you have any questions regarding BC Hydro's handling of your request for records, please call me. You may also ask the Office of Information and Privacy Commissioner for BC ('the OIPC') to review our response to your request by writing to the following address within 30 days of receipt of this letter:

Office of the Information and Privacy Commissioner for BC
4th Floor, 947 Fort Street
Victoria, B.C.
V8V 3K3

If you request a review, please provide the OIPC with a copy of this letter and a copy of your request.

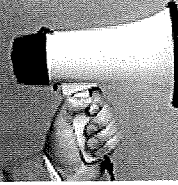
Yours truly,



Scott Macdonald

Attachments

Attachment A



accenture

Newsflash

Date

Update – Sub – Zero Process Change

Attention

Credit and Collections

During Sub-Zero season (November 01 – March 31) it is not necessary to issue an Investigation Order (IO) when unable to provide a tenant or landlord with the sub-zero warning either by mail or phone. Issue an IO only in the following situations:

- An Residential Tenancy Branch (RTB) warning is required to notify occupants of a premise of an upcoming disconnect to services of a building's common area(s)
- A large dollar amount is owing and the cost/ benefit is appropriate for a Field Metering Analyst to travel to a premise, and when other attempts to contact the owner or tenant by mail or phone have failed. Credit Agents must confirm with a Workleader before creating the Investigation Order and add a contact to the account regarding Workleader approval

Due to the possibility of remote locates and geography issues that may prevent the reconnection of service in a timely manner for areas 16 and 30 – 90 it is critical that all attempts to contact the owner or tenant to provide the sub-zero warning are noted on the account.

For more information refer to Sub-Zero.

Sub-Zero Disconnection Procedure

Overview

At least two attempts are made to communicate with customers before a disconnection as disconnection of service is a last resort. All Credit Notices advising of pending disconnection contain a warning for customers to protect their premises against weather damage – either extreme heat or cold.

Sub-zero disconnection is the process that determines when and how a residential premise (single detached home, duplex or townhouse) with overdue charges will be disconnected when the daily mean temperature outside is below zero.

The daily mean temperature is the average of the expected overnight low temperature and the forecast high temperature.



The sub-zero policy is in effect anytime the daily mean temperature is below zero degrees.

Credit and Collections agents and Workleaders are responsible for advising customers to protect their premise from possible damage caused by weather damage,

A 72 hour warn to protect the property from potential weather damage is valid **three business days** after the date it was given (either verbally or by mail) until the Disconnection Order becomes stale dated.

The sub-zero season is from November 01 to March 31.

Sub-Zero Process – Active Accounts

It is critical that an attempt is made by Credit and Collections to provide the tenant or landlord with the sub-zero warn by one of the following methods:

- Verbally during a pending disconnect call or when making payment arrangements
- Sending Credit Notices
- Sending the Landlord Sub-Zero Warn Letter
- Requesting an FMA deliver a Sub-Zero Warn to the door in the following situations:
 - An Residential Tenancy Branch (RTB) warning is required to notify occupants of a premise of an upcoming disconnect to services of a building's common area(s)
 - A large dollar amount is owing and the cost/ benefit is appropriate for a Field Metering Analyst to travel to a premises, and when other attempts to contact the owner or tenant by mail or phone have failed. Credit Agents must confirm with a Workleader before creating the Investigation Order and add a contact to the account regarding Workleader approval

Credit Agent Process – Active Accounts in Areas 16 and 30-90

[Note: These billing areas are outside of the Lower Mainland, Sunshine Coast, and Vancouver Island]

Payment Arrangements

Any payment arrangements made with customers located in areas 16 and 30-90 during sub-zero season must include the sub-zero warn scripting. For more information, refer to Sub-Zero Warn Scripting.

Pending Disconnect - Call Made by Agent

If the customer is located in areas 16 or 30-90, advise during the pending disconnect call of the need to protect the premise from potential weather damage as a result of disconnection. For more information, refer to Sub-Zero Warn Scripting.

Indicate the sub-zero warn was delivered in the pending disconnect Contact. For example: P/C RE PNDG DISC LMTCB V/ML – ADVSD SUBZERO, or P/C RE PNDG DISC SWD 388.67 15JAN – ADVSD SUBZERO.

If the customer could not be reached **and** Contacts indicate invoices or Credit Notices have been returned:

- Check Premise Notes for landlord information to confirm if the premise is rented
- If Premise Notes do not exist, check PASS and BC Online for owner/landlord information. Update the 'Landlord Details' on the Premise if information is obtained
- If the customer is a tenant at the premise, call the owner/landlord to verbally deliver a 72 hour warning to protect their property



Do **not** provide the landlord with any personal customer related or invoice information. The landlord must only be advised the premise is subject to disconnection and to protect the premise from potential weather damage.

If unable to speak with the landlord or leave a message, refer to Returned Mail or Unsuccessful Call Attempts.

Active Account Reviews

Examples of pending disconnect Contacts where a sub-zero warn was given:

- P/JOHN DOE – RE PNDG DISC – SWD 258.19 31JAN – ADVSD SUBZERO
- If unable to reach tenant: P/JANE DOE (R/O) ADVSD SUBZERO FOR RENTAL PROP

Unsigned Energy Reviews

Example of a Premise Note indicating a sub-zero warn was given:

- P/JOHN DOE – L/L RE PNDG DISC APPLICATION NOT RCVD - LMTCB V/ML – ADVSD SUBZERO

If able to speak directly to the landlord or able leave a message, send the account for 'Disconnection Approval'.

If unable to speak with the landlord or leave a message, refer to Returned Mail or Unsuccessful Call Attempts.



Credit Workleaders are to wait 72 hours from the date the sub-zero warn was given before approving a disconnection.

Credit Workleader Process – Active Accounts in Areas 16 and 30-90

Credit Workleaders are required to ensure the customer, landlord, or owner is provided with a sub-zero warn prior to issuing a disconnection. Credit Workleaders will wait 72 hours from the date the sub-zero warn was given before approving a disconnection.

Account Submitted to Disconnection Approval by Credit Agent

- Confirm if the Contacts indicate the sub-zero warn was given by the Credit agent to the customer or landlord/owner:
 - If Contacts **do not indicate** a sub-zero warn has been given by mail or a pending disconnect call, the Credit Workleader will:
 - Have the Credit agent contact the customer (or landlord if necessary) to provide the sub-zero warn
 - For more information, refer to Credit Agent Process – Active Accounts in Areas 16 and 30-90
 - If Contacts **indicate** a sub-zero warn has been given, wait 72 hours from the date the sub-zero warn was given before approving the disconnection
 - If a sub-zero warn has not been given due to returned mail, and phone attempts to the customer and landlord were unsuccessful, refer to Returned Mail/Unsuccessful Call Attempts

Account Submitted to Disconnection Approval by Credit Analyzer

If Credit Notices have not been returned, the sub-zero warn is considered delivered. Follow regular credit guidelines when approving a disconnection.

Returned Mail

Check Premise Notes to see if the current customer is renting the premise:

- If Premise Notes do not exist, check PASS and BC Online for owner/landlord information. Update the 'Landlord Details' on the Premise if information is obtained
- If the customer is the tenant at the premise, call the owner/landlord to verbally deliver a 72 hour warning to protect their property



Do **not** provide the landlord with any personal customer related or invoice information. The landlord must only be advised the premise is subject to disconnection and to protect the premise from potential weather damage.

Indicate if contact with the owner/landlord was made, and if the landlord was given the sub-zero warn. If the owner/landlord was reached, include the name and phone number:

- If an active account, create a Contact (Class **1400**, Action **9000**, Follow Up **None**)
- If an unsigned account, create a Premise Note

If the landlord was warned or a message was left on voice mail or an answering machine, cancel and hold the account in the Workleader Inbox.

Disconnections cannot be approved until 72 hours after the warn has been given.

If unable to speak with the landlord or leave a message, refer to Returned Mail or Unsuccessful Call Attempts.

Credit Workleader Process – Active Accounts in Areas 1-15, 17-26 and 91-99

[Note: These billing areas are within the Lower Mainland, Sunshine Coast, and Vancouver Island]

Credit Workleaders are required to check the Environment Canada Weather Office website at the start of each day during sub-zero season to determine if the daily mean temperature in areas 1-15, 17-26 and 91-99 is below zero:

- If the daily mean temperature in an area is below zero, do not approve disconnects in that area throughout the business day
- If temperatures are forecasted to remain below zero for three or more days, follow the Credit Workleader Process - Areas 16 and 30-90

For more information, refer to Calculation of Daily Mean Temperature.



Disconnection may proceed any time after the 72 hour warn, unless the Disconnect Order becomes stale dated (older than 21 days from the issued date).

Calculation of the Daily Mean Temperature

The daily mean temperature is the average of the expected overnight low temperature and forecasted high temperature as recorded by Environment Canada. The temperatures can be obtained through the Environment Canada Weather Office website.

The sub-zero policy is in effect anytime the daily mean temperature is below zero degrees.

To calculate the average, add the projected low to the projected high temperature and divide by two.

Example:

- Projected low of -3 + projected high of +9 = +6
- $+6 / 2 =$ daily mean temperature of +3 degrees

Returned Mail or Unsuccessful Call Attempts

If the 'Returned Mail' indicator is present, or Contacts indicate invoices or Credit Notices have been returned, and call attempts to the customer and landlord have been unsuccessful (Credit agent or Workleader indicate no answer, unable to leave message, or not in service):

- Prior to submitting the account for disconnection (Credit agent) or disconnecting (Credit Workleader):
 - Check Premise Notes, Contacts, BC Online, and/or Pass for landlord information and the landlord's address:
 - If able to locate an address with mail delivery for the landlord, send the Landlord Sub-Zero Warn Letter and 'No Action' the account
 - If there is no response to the Landlord Sub-Zero Warn Letter, credit action will continue the next review based on current credit guidelines
 - If unable to locate the landlord's mailing address, there is no mail delivery and all other attempts to contact the owner or tenant by mail or phone have failed:
 - Check with a Workleader to determine if an Investigation Order (IO) should be created to have the FMA leave the Sub-Zero Warn if there is a large dollar amount owing and the cost/ benefit is appropriate for a FMA to travel if the premise is in a remote location. FMA's will coordinate with their travel schedule.
 - In the Order, instruct the FMA to forward the completed Order back to Credit and Collections
 - FMA will leave the warn and forward the Order to Credit and Collections
 - Credit agent working the Service Order Inbox will review the completed Order forwarded by the FMA and submit the account for disconnection
 - Workleader will review the account and approve or disapprove the disconnection request
- If the amount owing is not enough to warrant creating an IO for a FMA to leave a Sub-Zero warning at the door, ensure all attempts to contact the tenant or landlord are noted on the account and issue the account for disconnection.

When an Investigation Order has been issued but not yet completed, attempt to contact the customer and/or landlord **each time** the account enters Credit Review.

When attempting to call a customer:

- If a phone number exists, phone the customer and/or landlord
- If a phone number does not exist or is not in service, check 411 or mytelus for a new or updated phone number

Attachment B

Attachment B:**Total Number of Disconnections for Non-payment and Unsigned Accounts by Billing Area, F2014**

	Remote	Manual	Total
100 Mile House	47	16	63
Abbotsford	1050	32	1082
Atlin	2	1	3
Belle Bella	-	1	1
Bella Coola	-	1	1
Burnaby	1152	21	1173
Burns Lake	1	9	10
Cache Creek	1	15	16
Campbell River	281	12	293
Chetwynd	57	11	68
Chilliwack	783	21	804
Clearwater	-	8	8
Coquitlam	875	18	893
Courtenay	256	28	284
Cranbrook	155	21	176
Dawson Creek	112	14	126
Duncan	541	4	545
Fort Nelson	-	5	5
Fort St. James	2	-	2
Fort St. John	288	16	304
Ganges	-	-	-
Golden	1	6	7
Hazelton	1	14	15
Hope	59	13	72
Houston	-	2	2
Invermere	1	10	11
Kamloops	516	34	550
Kitimat	76	7	83
Langley	621	9	630
Lillooet	-	5	5
MacKenzie	-	3	3
Maple Ridge	714	11	725
Meritt	72	8	80
Nakusp	-	7	7
Nanaimo	966	27	993
North Shore	747	21	769
Port Alberni	319	14	333
Port Hardy	1	14	15
Powell River	-	18	18

Prince George	762	9	771
Prince Rupert	1	15	16
Qualicum	325	14	339
Queen Charlotte Islands	-	-	-
Quesnel	108	26	134
Revelstoke	1	7	8
Richmond/Delta	809	20	829
Salmon Arm	194	28	222
Sechelt	5	12	17
Smithers	-	12	12
Squamish	5	37	42
Stewart	-	-	-
Surrey	1997	50	2047
Terrace	138	5	143
Valemount	-	2	2
Vancouver	3790	86	3876
Vanderhoof	77	3	80
Vernon	401	22	423
Victoria	2165	30	2195
Westbank	348	4	352
Williams Lake	138	19	157
Total	20961	878	21839

Attachment C

Attachment C:**Number of Commercial and Residential Disconnections for Non-Payment**

Month	Disconnections		Reconnections	
	Manual	Remote	Manual	Remote
April 2012	577		540	
May 2012	660		634	
June 2012	714		690	
July 2012	599		614	
August 2012	373		464	
September 2012	344		372	
October 2012	429		481	
November 2012	309		371	
December 2012	211		292	
January 2013	412		384	
February 2013	249		304	
March 2013	115	7	180	280
April 2013	51	441	92	709
May 2013	163	1121	181	1369
June 2013	79	1298	142	1293
July 2013	52	1838	125	1624
August 2013	78	1695	153	1515
September 2013	59	2005	147	2000
October 2013	122	2873	171	2824
November 2013	23	1827	98	1991
December 2013	19	983	86	1023
January 2014	24	2244	86	2012
February 2014	30	1621	37	1750
March 2014	15	2279	41	2126