

**Manitoba Hydro Undertaking #139**

**Manitoba Hydro to provide what MH can in terms of arrears data as broken down by Mr. Colton in Table 3.**

The following data is provided for March and April, 2011 which provides an indication of the status of residential arrears:

Date	Total Residential Customers	Dollars			Accounts*		
		30 Days	60 Days	> 90 Days	30 Days	60 Days	> 90 Days
Mar-11	469,635	\$6,171,859	\$3,017,523	\$3,376,962	30,090	15,874	14,463
Apr-11	469,971	\$6,276,067	\$2,778,456	\$3,661,485	31,411	14,925	14,403

\* The number of residential accounts in arrears is estimated using 90% of the total residential and commercial accounts in arrears (i.e. Manitoba Hydro's internal reporting systems currently only contain aggregated data).

**Additional Notes:**

- Data includes both active and final billed accounts.
- The data provided is exclusive of the Northman region (*Net of Northman*), which area is predominantly covered by various settlement agreements and special collections activities.
- The data does not include customers on the equal payment plan (EPP). EPP customers pay equal amounts throughout the year and monthly billing amounts may be greater or less than the agreed upon payment amount.
- The data will fluctuate throughout the year or vary from year to year due to the cyclical nature of consumption and the fluctuation in general consumer revenue.