



NEWFOUNDLAND AND LABRADOR

BOARD OF COMMISSIONERS OF PUBLIC UTILITIES

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Via E-MAIL and/or FACSIMILE

October 7, 2005

**TO: ALL HOME HEAT RETAILERS
IN NEWFOUNDLAND AND LABRADOR**

Introduction

Through feedback received from industry, the Board understands that not all participants who have been requested to complete the Home Heating information forms may be able to provide all the information identified within the timeframe permitted. The Board has reviewed its request and, in the interest of expediency, has consolidated the information previously requested into the minimum requirements which the Board feels is essential to enable it to consider any adjustments to base prices for heating fuels this year.

The Board maintains that the data contained in the original information request will be the standard format that the Board will continue to seek for on-going regulatory purposes. If any or all of the information excluded at this time can be provided by the participants, then the Board would welcome this additional data as part of the current process. The Board emphasizes the more complete the information the better the Board will be positioned to determine appropriately justified and supportable increases in home heating fuel base prices for this year.

Critical Information Required:

Section 1: Area(s) serviced by retailer and type(s) of operations in each area.

Describe each area and identify the operating method for each area currently serviced.

Section 2: Volumes and delivery-related information by area (List by item number as shown on original request forms).

- 1) Total volumes of all furnace oil sold for all years between 2000 and 2004. Also provide at least two years of total volume broken down by month, one of which must be 2004 (with 2001 preferred as the other; if this is not possible pick a year as close to 2001 as possible).
- 2) Total volumes of furnace oil sold to single households only for all years between 2000 and 2004 and monthly for the two years listed in the above question 2(1). If you find the definition of single households difficult to determine due to the nature of your records, identify the closest matching volumes and detail the differences.
- 6) Total volumes of stove oil sold to single households only for the two years listed by month in question 2(1). If you find the definition of single households difficult to determine due to the nature of your records, identify the closest matching volumes and detail the differences.
- 7) Number of households using stove oil only (average per year) for at least the two years listed by month in question 2(1).
- 9) Average number of households serviced for each year (furnace oil) for at least the two years listed by month in question 2(1).
- 10) Average furnace oil volume delivered per drop to households identified in question 2(2) for the years listed by month as noted in question 2(1).
- 15) Number of full-time tank wagons utilized each year during the heating season for the years 2001 (2001-2002 season) and 2004 (2004-2005 season), or for heating seasons of the listed years by month in question 2(1).
- 16) Number of part-time wagons utilized each year during the heating season for the years 2001 (2001-2002 season) and 2004 (2004-2005 season), or for heating seasons of the listed years by month in question 2(1).

Note: Excluded for purposes of minimum requirements is the information requested in questions 2(3), 2(4), 2(5), 2(8), 2(11), 2(12), 2(13), 2(14) and 2(17).

Section 3: Tank Wagon operating costs by area

Itemize as much as possible all costs per vehicle by area as listed on the forms for the two years listed by month in question 2(1).

It is recognized that some companies subcontract this aspect of their business to independent delivery contractors. In such cases, please report the cents per litre (cpl) commission paid to these subcontractors for each type delivery, and then pass this section on to them to fill in tank wagon operating costs.

If deemed necessary and upon written request with names and contact information, the Board's PPO Research Officer will request this information from these subcontractors directly.

Section 4: Office support and other costs by area

Itemize as much as possible all costs as listed on the forms by area for the two years listed by month in question 2(1). This cost information pertains directly to home heat fuel dispatch and delivery operations, and may require allocating a portion of office staff salaries and other expenses as appropriate.

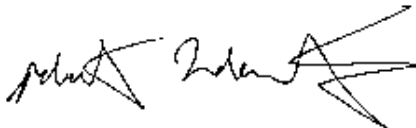
Concluding Remarks

If at any point you do not understand a question, or through your records system you are unable to produce the exact information requested, please contact the Board's PPO Research Officer David Hillier (1-866-489-8800 or dhillier@pub.nl.ca). Where slight differences occur between your records and the information requested, please elaborate on the differences in a brief memo.

As previously indicated, due to the nature of the information requested, all information provided by home heat retailers pertaining to this request will be considered privileged and confidential and will not be made available to any other retailers nor any other party without the express written permission of the retailer providing the information.

The Board is extending the deadline date for the receipt of this condensed version of information to no later than noon, Friday, October 14, 2005.

Yours truly,

A handwritten signature in black ink, appearing to read 'Robert Noseworthy', with a stylized flourish at the end.

Robert Noseworthy
Chairperson and Chief Executive Officer