

- 1 Q. Restate the table presented in the response to NP-149 using the total  
2 complement (permanent plus temporary) of employees as the denominator in  
3 the equation, rather than just the permanent employees.  
4
- 5 A. Below is a table showing the ratio of the number of customers per employee  
6 for the years 1992 to 2000 (actual) and the forecast for 2001 and 2002.

Year	# of Customers <sup>1</sup>	# of Employees <sup>2</sup>	# of Customers per Employee
1992	32756	1130	29.0
1993	33211	1238	26.8
1994	33504	1219	27.5
1995	33728	1096	30.8
1996	34165	1049	32.7
1997	34355	1031	33.3
1998	34555	1058	32.7
1999	34847	1085	32.1
2000	34917	1079	32.4
2001	34991	1003	34.9
2002	35138	977	36.0

---

<sup>1</sup> Includes a) Rural Customers  
b) Industrial Customers  
c) Newfoundland Power is included as one customer whereas they serve 215,210 customers (2000 Newfoundland Power Annual Report)

<sup>2</sup> Permanent and temporary employees as of December for all years.