

1 **Further to P.U.B. 18, in reference to the Company's network infrastructure:**

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3 **Q. Please provide information as to the type of work undertaken in the Kenmount**
4 **Road office and the type of work undertaken in the Duffy Place office.**

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6 A. The Company's Kenmount Road office is the main corporate office of Newfoundland
7 Power. It houses the Company's administrative and executive offices, including
8 personnel responsible for regulatory affairs, corporate communications, environment and
9 safety, financial administration, human resources, engineering, building and materials
10 management and information services.

11
12 The Duffy Place office houses the Customer Services department, Central Stores and the
13 St. John's regional operations headquarters.

14
15 The Customer Services department includes the Customer Contact Centre staff, as well as
16 personnel providing customer walk-in service, customer accounting and billing, and
17 meter reading services.

18
19 Central Stores is the main warehouse for all materials, including parts for the repair and
20 maintenance of the electrical system (conductors, insulators, transformers, poles, etc.).
21 From Central Stores, inventory is distributed to smaller warehouses in the Company's
22 operating regions and areas for use by field personnel and line crews. Central Stores is
23 also the primary shipping and receiving point for the Company in St. John's.

24
25 St. John's regional operations are responsible for the operation and maintenance of the
26 electrical system on the Northeast Avalon and the Southern Shore. This group includes
27 linepersons and engineering technicians.