

1 **In Schedule “B” at page 79 of 82 it is stated: “The Company annually reviews its personal**
2 **computing requirements in detail as part of its capital budgeting process.”**

3
4 **Q. Please provide details as to how it is determined which capacity of computer is to be**
5 **provided to various employees. How is a job position and description matched with**
6 **a computer of particular capacity?**

7
8 A. Employees are assigned a computer of a particular capacity based on the requirements of
9 their job functions. This assessment is based on several factors including the type,
10 number and complexity of applications being utilized, the amount and type of data
11 analysis or processing, and the level of employee-customer interaction.

12
13 For example, a Customer Account Representative, who would typically operate several
14 applications, including the Customer Service System, Problem Call Logging System, E-
15 mail, Intranet and Call Centre telephony software while responding to customer service
16 requests or inquiries, would require a personal computer with greater capacity than a
17 Meter Reader who uses a computer primarily for electronic mail and word processing.