

1 **Meters, Schedule B, pages 36-37 (\$1,174,000)**
2

3 **Q. What is the dollar value of the operating efficiencies to be achieved by the**
4 **application of the AMR meters in this project? Please provide any cost benefit**
5 **analysis that has been done in this regard.**
6

7 A. The proposed project identifies applications for AMR meters primarily for safety and
8 access reasons rather than operational efficiencies and therefore a cost benefit analysis
9 has not been completed in this regard.
10

11 However, a reduction in the number of inaccessible meters and thus the number of
12 estimates that occur as a result of inaccessibility will have a positive impact on operating
13 costs through:

- 14 • reduced labour resulting from fewer re-reads to confirm accuracy of billing estimate;
- 15 • reduced labour resulting from fewer accounts requiring manual intervention as a
16 result of estimates that fail pre-bill editing; and,
- 17 • reduced labour resulting from less customer calls regarding estimated billings.
18

19 Improved safety conditions will also benefit operating costs by reducing the number of
20 replacement workers required for injured readers and avoidance of expenses associated
21 with work accommodations for injured workers.