

1 **Q. Volume 2, Labour Forecast 2018-2020, Schedule C, page 2, footnote 10: Provide the**
2 **justification for each position in the forecast increase in FTEs of 3.5 in 2020.**

3
4 A. Table 1 includes a summary of the forecast increase in FTEs of 3.5 in 2020.
5
6

Table 1
FTE Increase Summary
2020 F over 2019 F

2.0	PLT Apprentices ¹
<u>1.5</u>	CSS Resources ²
<u>3.5</u>	

7
8
9 In 2020, the Company forecasts 4 new PLT Apprentices and 2 hires related to the
10 replacement of the Company's CSS.
11

12 PLT Apprentices are required to ensure Journeypersons are available to replace
13 anticipated future retirements. Apprentices require four years of education and training
14 to obtain their Journeyperson qualification. Newfoundland Power hires a combination of
15 Journeyperson PLTs and PLT Apprentices to maintain continuity of the workforce and
16 continue service reliability to customers. Timing of the planned hires results in an FTE
17 increase of 2.0 in 2020.
18

19 CSS Resources are temporary resources related to the replacement of the Company's 25-
20 year-old CSS. Replacing this system is a once-in-a-generation effort requiring an
21 assessment of the Company's service delivery function and ensuring continuity of this
22 function. This assessment will be completed over the 2018 to 2020 forecast period.³
23 Timing of the planned hires results in an FTE increase of 1.5 in 2020.

¹ Powerline Technician ("PLT").

² Customer Service System ("CSS").

³ See *Volume 1, Application, Company Evidence and Exhibits, Section 2.2.2 Balancing Costs and Service*, page 2-10 to 2-12 for additional information regarding the replacement of the Company's CSS.