

1 **Q. Has NP's management communicated in writing or otherwise to its employees in**  
2 **either of 2008, or 2009 as regards the need to control expenses. If so, please provide**  
3 **details and copies of any such communications.**  
4

5 A. The Company's Intranet website posts quarterly updates to corporate targets. Included  
6 with these 9 corporate targets is Operating Cost per Customer. The data provided is  
7 Actual Year to Date ("YTD"), Target YTD, Original Year End Target and Forecast Year  
8 End Trend. This information is available to all employees and is refreshed at the end of  
9 every quarter.  
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11 This information is similar to that provided in the Company's Quarterly Regulatory  
12 Reports. Please refer to response to Request for Information CA-NP-57 for copies of the  
13 Quarterly Regulatory Reports for 2008 and 2009.