

1 **Q. At line 13-14 of CA-NP-89 it states, “Newfoundland Power has re-aligned existing**
2 **personnel and added new staff to support implementation of the Conservation**
3 **Plan.” Please fully detail the re-alignment of existing personnel and the addition of**
4 **new staff referred to therein that has taken place. Please also fully detail the re-**
5 **alignment of staff and addition of new staff forecast in 2010 in support of the**
6 **Conservation Plan.**

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8 A. In order to support expanded customer energy conservation initiatives, Newfoundland
9 Power has made a number of staffing changes. Some existing employees have either
10 been reassigned or have had energy conservation responsibilities added to their duties.
11 The Company has also hired new staff.

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13 To provide leadership for the conservation program, Newfoundland Power reassigned a
14 director in the Customer Relations department and a former regional engineer to focus
15 solely on the energy conservation program. We have trained a group of employees in the
16 customer contact center who now specialize in handling calls related to energy
17 conservation. Other employees whose responsibilities would have included some energy
18 conservation activities have seen these duties expand, while much of their non
19 conservation-related work has been assumed by others. As conservation activities
20 increase, the roles of these employees, and others as required, will continue to evolve.

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22 In addition, employees in areas such as Corporate Communications, Information Services
23 and Regional Operations have been increasingly involved in activities related to energy
24 conservation. These activities include developing advertising campaigns and website
25 information, and delivering the expanded portfolio of conservation programs to
26 customers.

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28 To meet the increased work requirements associated with the Conservation Plan, the
29 Company has also hired new staff. The new hires directly related to increased energy
30 conservation activities consist of an Energy Conservation Engineer, a Marketing
31 Specialist, an Energy Efficiency Analyst, and an Energy Efficiency Specialist. Also the
32 Company has effectively added two Customer Account Representatives to support
33 additional work related to the Conservation Plan.

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35 There are no additional new hires forecast for 2010 related to the Conservation Plan.