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<p>1 January 25, 2013</p> <p>2 (9:30 a.m.)</p> <p>3 CHAIRMAN:</p> <p>4 Q. Before we start, I think there are two</p> <p>5 preliminary matters.</p> <p>6 MS. GLYNN:</p> <p>7 Q. There's one preliminary matter which affects</p> <p>8 two undertakings that had been filed by</p> <p>9 Newfoundland Power, #15 and #16, and that's</p> <p>10 it.</p> <p>11 KELLY, Q.C.:</p> <p>12 Q. Thank you, Mr. Chairman. The next witness is</p> <p>13 Mr. Gary Smith.</p> <p>14 MR. GARY SMITH (SWORN) EXAMINATION BY IAN KELLY, Q.C.:</p> <p>15 KELLY, Q.C.:</p> <p>16 Q. Mr. Smith, you're the Vice President</p> <p>17 Engineering and Operations with Newfoundland</p> <p>18 Power?</p> <p>19 MR. SMITH:</p> <p>20 A. Yes, that is correct.</p> <p>21 KELLY, Q.C.:</p> <p>22 Q. Could you just explain to the Board first your</p> <p>23 qualifications?</p> <p>24 MR. SMITH:</p> <p>25 A. I graduated from Memorial University in 1984</p>	<p>1 Q. Mr. Smith, what aspects of Newfoundland</p> <p>2 Power's customer operations do you want to</p> <p>3 address before the Board?</p> <p>4 MR. SMITH:</p> <p>5 A. First I would like to review for the Board,</p> <p>6 Newfoundland Power's response to customer's</p> <p>7 expectations regarding service. Our response</p> <p>8 has resulted in reasonable levels of customer</p> <p>9 satisfaction. The second one I would like to</p> <p>10 comment on, efficiency and productivity in</p> <p>11 Newfoundland Power's customer operations, and</p> <p>12 finally, I wish to make some observations</p> <p>13 regarding depreciation and comment on how</p> <p>14 Newfoundland Power's inspection practices have</p> <p>15 impacted survival estimates.</p> <p>16 KELLY, Q.C.:</p> <p>17 Q. What comments do you have regarding</p> <p>18 Newfoundland Power's response to customer</p> <p>19 service expectations?</p> <p>20 MR. SMITH:</p> <p>21 A. Customer's preferences for how they interact</p> <p>22 with the company are constantly evolving.</p> <p>23 However, our satisfaction surveys tell us that</p> <p>24 customer's concerns remain the same.</p> <p>25 Customers are concerned with reliability and</p>
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<p>1 with a Bachelor of Electrical Engineering.</p> <p>2 I'm a professional engineer and a member of</p> <p>3 the Association of Professional Engineers and</p> <p>4 Geoscientists of Newfoundland and Labrador.</p> <p>5 KELLY, Q.C.:</p> <p>6 Q. Have you testified before the Board before?</p> <p>7 MR. SMITH:</p> <p>8 A. Yes, that is correct. I first testified</p> <p>9 before the Board regarding Newfoundland</p> <p>10 Power's customer operations in the 2010</p> <p>11 General Rate Proceeding.</p> <p>12 KELLY, Q.C.:</p> <p>13 Q. Mr. Smith, you'll speak to the customer</p> <p>14 operations section of the evidence. Do you</p> <p>15 adopt Section 2, the customer operations as</p> <p>16 your testimony in this matter?</p> <p>17 MR. SMITH:</p> <p>18 A. Yes, I do.</p> <p>19 KELLY, Q.C.:</p> <p>20 Q. And are there any changes that you wish to</p> <p>21 make to the prefiled testimony and exhibits at</p> <p>22 this time?</p> <p>23 MR. SMITH:</p> <p>24 A. No.</p> <p>25 KELLY, Q.C.:</p>	<p>1 with price.</p> <p>2 KELLY, Q.C.:</p> <p>3 Q. Can you comment on Newfoundland Power's</p> <p>4 service reliability?</p> <p>5 MR. SMITH:</p> <p>6 A. Yes, Newfoundland Power believes that service</p> <p>7 reliability is currently satisfactory on an</p> <p>8 overall basis. Since our last rate hearing,</p> <p>9 we experienced a number of severe weather</p> <p>10 events, including Hurricane Igor and tropical</p> <p>11 storm Leslie, which resulted in lengthy</p> <p>12 outages for our customers. However, when</p> <p>13 these events are excluded, the data shows that</p> <p>14 reliability has been stable in recent years.</p> <p>15 Chris, could you please bring up Graph 2-2,</p> <p>16 please. So this graph excludes severe weather</p> <p>17 events. The graph shows the company's SAIDI</p> <p>18 and SAIFI. That is the duration and frequency</p> <p>19 of outages from 2007 to 2011. The graph shows</p> <p>20 stable reliability over this period. The</p> <p>21 company's reliability also compares well to</p> <p>22 other Canadian utilities. After excluding</p> <p>23 severe weather events, the company's outage</p> <p>24 frequency for duration and frequency compares</p> <p>25 favourably to the Canadian composite.</p>

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<p>1 However, severe weather events do have a 2 significant impact on outages consequences for 3 our customers. Chris, could you bring up Graph 4 2-1, please. So this graph includes outages 5 caused by severe weather events. The graph 6 shows the duration and frequency of outages 7 from 2007 to 2011. In 2010, customers 8 experienced almost 14 hours of outage. 2010 9 was a particularly difficult year due to the 10 March ice storm and Hurricane Igor in 11 September.</p> <p>12 KELLY, Q.C.: 13 Q. You mentioned that customer service 14 expectations are constantly evolving. What 15 can you tell the Board about that?</p> <p>16 MR. SMITH: 17 A. A prominent feature of Newfoundland Power's 18 interactions with its customers is a growing 19 influence of electronic technology. More 20 customers are now choosing to interact with 21 the company through electronic means. For 22 example, 18 percent of our customers are now 23 billed electronically. Customers are also 24 interacting more with the company via email. 25 Chris, could you bring up Tab 2-2 on Page 206,</p>	<p>1 electric heat. The biggest area of expansion 2 is the small technologies program for 3 residential customers, and a new program for 4 commercial customers. Participation in the 5 expanded plan will help customers lower their 6 electricity bills. By the end of 2014, annual 7 gross energy savings are forecast to be 49. 5 8 gigawatt hours. These savings translate into 9 9.4 million dollars of annual avoided fuel at 10 Holyrood. Customer energy conservation costs 11 are forecast to increase from 3 million 12 dollars per year to 4.8 million dollars per 13 year in the test period. To put this in 14 perspective, the break even point on the 2013 15 and 2014 cost will be about two and a half 16 years. The energy savings for most 17 conservation programs, however, will continue 18 for years into the future. So to summarize, 19 we feel that we've been successful in 20 responding to customer's primary concerns of 21 reliability and price. We believe this is 22 reflected in our customer satisfaction index, 23 which is on Table 2-1 of Page 2-3 of the 24 company's evidence, which shows customer 25 satisfaction has been relatively stable from</p>
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<p>1 please. This table shows the number of 2 customer initiated contacts by telephone and 3 the website for 2007 to 2011. In 2011, for 4 the first time customer initiated contacts to 5 the website actually exceeded contacts by 6 telephone.</p> <p>7 KELLY, Q.C.: 8 Q. Are there other examples of how Newfoundland 9 Power responds to evolving customer 10 expectations?</p> <p>11 MR. SMITH: 12 A. Our customers are indicating they want to 13 conserve energy and lower their electricity 14 bills. We're responding to this with energy 15 conservation programs. There have been over 16 17,000 participants since the program began in 17 2009. Based on our experience, Newfoundland 18 Power and Hydro recently reassessed the 19 portfolio of programs. The results are 20 reflected in the five year energy conservation 21 plan, which is provided in Volume II of the 22 Application. The primary change in the five 23 year plan is to improve program accessibility. 24 The new plan is intended to reach a broader 25 scope of customers, not just those with</p>	<p>1 2007 to 2011.</p> <p>2 KELLY, Q.C.: 3 Q. How is cost efficiency reflected in 4 Newfoundland Power's customer operations?</p> <p>5 MR. SMITH: 6 A. A good indicator of efficiency in Newfoundland 7 Power's operations is the operating cost per 8 customer. Chris, could you bring up Table 2-5 9 on page 2-9, please. This table shows the 10 company's operating cost per customer forecast 11 to 2014. In this table, you will see that 12 operating costs per customer is forecast to 13 increase through the test period. This 14 increase is mainly due to the company's energy 15 conservation efforts. The last line in Table 16 2-5 excludes energy conservation costs. When 17 conservation costs are excluded, the company's 18 operating cost per customer will actually 19 decrease on an inflation adjusted basis.</p> <p>20 KELLY, Q.C.: 21 Q. Can you give us a particular example of how 22 efficiencies are reflected in the test period?</p> <p>23 MR. SMITH: 24 A. A key area which reflects efficiencies is the 25 operating labour cost. In each of 2013 and</p>

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<p>1 2014, the total labour cost is 1 percent less 2 than wage inflation. Let me put the 1 percent 3 per year into perspective. Newfoundland Power 4 expects to serve 2.6 percent more customers in 5 2014 than it served in 2012. During this time 6 the company's labour costs will be 2 percent 7 less on an inflation adjusted basis. So by 8 2014, we'll be serving more customers at a 9 lower real cost than in 2012. During this 10 period, new distribution lines, transformers, 11 street lights, will be required and more 12 inspection and maintenance will be required 13 also. There will also be an increase in 14 customer contacts. In addition, the company 15 must hire new workers to manage its workforce 16 demographics. These requirements will put 17 upward pressure on labour cost and are a key 18 aspect of the company's efficiency through 19 2014. Newfoundland Power is mindful of its 20 obligation to provide safe and reliable 21 service to our customers. Our approach to 22 efficiency ensures a reasonable balance 23 between cost and service. If the company is 24 too aggressive in cutting cost, it can result 25 in a reduction in the quality of service we</p>	<p>1 manufacture of materials which has tended to 2 increase their durability, along with improved 3 design and installation specifications. 4 KELLY, Q.C.: 5 Q. Can you give us an example of a plant account 6 which has increased in estimated service life 7 as a result of these improvements? 8 MR. SMITH: 9 A. An example would be distribution transformers. 10 Newfoundland Power serves a territory that's 11 predominantly coastal which brings with it the 12 effects of salt spray. Salt corrodes the tank 13 of the transformer. In 2001, the company 14 began using stainless steel tanks to reduce 15 the effects of corrosion. Right now 16 approximately 50 percent of the transformers 17 have stainless steel tanks. In 1995, the 18 estimated service life of these transformers 19 was 30 years. Today the estimated service 20 life is 40 years. This increase reflects a 21 combination of the field experience of 22 Newfoundland Power and the professional 23 judgment of Gannet Fleming. 24 KELLY, Q.C.: 25 Q. Do inspection practices have an impact on</p>
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<p>1 provide our customers. Our forecast in the 2 test period includes continued efficiency 3 improvements. By billing these into the test 4 period, customers receive the benefit 5 regardless of whether the efficiencies are 6 actually achieved. 7 KELLY, Q.C.: 8 Q. Do you have any general comments which you'd 9 like to make about the issue of depreciation? 10 MR. SMITH: 11 A. Yes, I do. The depreciation study filed with 12 our Application reflects the recommendations 13 of our consultants, Gannet Fleming. I will 14 leave the details of depreciation methodology 15 and service life recommendations to our 16 consultants. Based on my operations 17 experience, however, the recommendations in 18 the depreciation study appear reasonable. The 19 depreciation study recommends that service 20 life estimates be increased for 27 of the 57 21 asset accounts. This is consistent with our 22 experience that electrical system assets are, 23 on average, lasting longer. The longer 24 service life of electrical system assets is 25 primarily the result of improvements in the</p>	<p>1 asset service lives? 2 MR. SMITH: 3 A. Yes, they do. The impact can be different for 4 different assets. For example, oil analysis 5 on electrical equipment has helped the company 6 identify the need for critical maintenance 7 that might otherwise be missed resulting in 8 equipment failure. This should increase the 9 life expectancy of substation transformers and 10 breakers. For many distribution assets, such 11 as poles and wires, the impact of inspection 12 practices may be different. For the most 13 part, poles and wires are inspected to 14 determine if they need to be replaced. 15 There's very little in the way of maintenance 16 which can be done to extend the lives of these 17 assets. Over the last decade, the company has 18 undertaken a distribution reliability 19 initiative. It is aimed at improving 20 reliability of service. This initiative 21 included more frequent and better inspections 22 of the distribution system. These increased 23 inspections have improved reliability. This 24 is because damaged or deteriorated assets are 25 replaced before failure. In the past, some of</p>

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<p>1 these assets would have remained in service</p> <p>2 until they failed and caused an outage.</p> <p>3 Inspection practices have impacts on the</p> <p>4 service lives of the company's assets. For</p> <p>5 certain assets such as substation equipment,</p> <p>6 inspections will tend to increase service</p> <p>7 lives. For other assets, such as poles and</p> <p>8 wires, inspections tend to decrease service</p> <p>9 lives.</p> <p>10 KELLY, Q.C.:</p> <p>11 Q. Can you summarize your views on the life</p> <p>12 expectancy of Newfoundland Power's assets?</p> <p>13 MR. SMITH:</p> <p>14 A. The life expectancy of our assets should</p> <p>15 reflect better materials and installation</p> <p>16 practices, which have been implemented over</p> <p>17 time. This should also reflect inspection</p> <p>18 practices implemented over time in our ongoing</p> <p>19 effort to provide reliable service. I believe</p> <p>20 the depreciation study captures these impacts.</p> <p>21 KELLY, Q.C.:</p> <p>22 Q. Does that conclude your testimony?</p> <p>23 MR. SMITH:</p> <p>24 A. Yes, it does.</p> <p>25 KELLY, Q.C.:</p>	<p>1 these charts are quite useful for</p> <p>2 understanding that, and, for instance, at</p> <p>3 chart one, we see the employee's years of</p> <p>4 service as of 2007, and over those - the first</p> <p>5 three cohorts, they're relatively equal, and</p> <p>6 then your complement of employees who are less</p> <p>7 than 10 years were a bit less, down around 17</p> <p>8 percent or so. Then in Chart 2, we see for</p> <p>9 20:12, the first bar graph shows what I was</p> <p>10 referring to, being the employee years of</p> <p>11 service over 30 years, and that would be</p> <p>12 running maybe a little higher than 30 percent</p> <p>13 of the complement, would that be right?</p> <p>14 MR. SMITH:</p> <p>15 A. Yes, that's right. Going from 2007 to 2012,</p> <p>16 from a percentage point of view, more of our</p> <p>17 customers (sic.) have less years of service.</p> <p>18 MR. JOHNSON:</p> <p>19 Q. And by the time we over to 2012 for the less</p> <p>20 than 10 years complement, they're up above e</p> <p>21 30 percent of Newfoundland Power's workforce,</p> <p>22 and if you'll just over on the next chart to</p> <p>23 C-2017, we see quite a turnaround in terms of</p> <p>24 what the percentages will be. By 2017, the</p> <p>25 company is forecasting that employees over 30</p>
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<p>1 Q. Thank you, Mr. Smith.</p> <p>2 MR. GARY SMITH - EXAMINATION BY MR. THOMAS JOHNSON:</p> <p>3 MR. JOHNSON:</p> <p>4 Q. Good morning, Mr. Smith.</p> <p>5 MR. SMITH:</p> <p>6 A. Good morning.</p> <p>7 MR. JOHNSON:</p> <p>8 Q. The application evidence of Newfoundland Power</p> <p>9 indicates that the company expects there to be</p> <p>10 significant numbers of retirements over the</p> <p>11 next and coming year periods. In fact, the</p> <p>12 application states that approximately 29</p> <p>13 percent of Newfoundland Power's present</p> <p>14 workforce has 30 years or more of service,</p> <p>15 right.</p> <p>16 MR. SMITH:</p> <p>17 A. Yes, we have a lot of retirements coming our</p> <p>18 way in the future, yes.</p> <p>19 MR. JOHNSON:</p> <p>20 Q. And the reference for the 30 years or more of</p> <p>21 service is at page 2 of 2-20, just for the</p> <p>22 record. I wonder if I could ask you to turn</p> <p>23 up CA-NP-490. In this question we asked the</p> <p>24 company to elaborate on what is meant by the</p> <p>25 changing workforce demographics, and I think</p>	<p>1 years would represent something around 15</p> <p>2 percent of your workforce, would that be</p> <p>3 right?</p> <p>4 MR. SMITH:</p> <p>5 A. Yes, that would be correct.</p> <p>6 MR. JOHNSON:</p> <p>7 Q. And in terms of that cohort of employees of</p> <p>8 less than 10 years experience, they would be</p> <p>9 up around 45 percent of the company?</p> <p>10 MR. SMITH:</p> <p>11 A. That would be correct.</p> <p>12 MR. JOHNSON:</p> <p>13 Q. Now the - I understand in terms of the hiring,</p> <p>14 that over the past couple of years there has</p> <p>15 been fairly significant hiring of new staff.</p> <p>16 For instance, in 2011, there was 42 new hires,</p> <p>17 I do believe the evidence would indicate,</p> <p>18 again at page 2 of 2-20. Again in 2012, at</p> <p>19 least to July of 2012, there was another 35</p> <p>20 hired. Those numbers are -</p> <p>21 MR. SMITH:</p> <p>22 A. They sound about right, yeah.</p> <p>23 MR. JOHNSON:</p> <p>24 Q. That's about right.</p> <p>25 MR. SMITH:</p>

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<p>1 A. And that would be the regular employees, not 2 including temporaries.</p> <p>3 MR. JOHNSON:</p> <p>4 Q. Right, and again - then for 2013 and 2014, if 5 we look out over the test year period, you're 6 forecasting 14 new hires for 2013, would that 7 be right?</p> <p>8 MR. SMITH:</p> <p>9 A. That number doesn't sound right to me, no.</p> <p>10 MR. JOHNSON:</p> <p>11 Q. Okay, could you turn up volume 2, Tab 2, the 12 labour forecast for 2013. That could be 13 referenced with respect to FTEs. Would that 14 make a difference?</p> <p>15 MR. SMITH:</p> <p>16 A. Well, we can look at it just to see.</p> <p>17 (9:45 a.m.)</p> <p>18 MR. JOHNSON:</p> <p>19 Q. Okay, sure. Volume 2, Tab 2, Schedule B. 20 Schedule B of the first revision, page 2 of 2. 21 I think there was a first revision filed 22 November 23rd.</p> <p>23 MR. SMITH:</p> <p>24 A. And this is the 2013 year we're looking at, is 25 it?</p>	<p>1 MR. JOHNSON:</p> <p>2 Q. And then, I think, you're right that there was 3 more than what I suggested to you in my 4 question would be hired, because down at note 5 9, it would indicate that in 2013 the company 6 forecast 3 new hires related to customer 7 energy conservation, Human Resource 8 Management, 7 PLT apprentices, and 4 9 replacement positions, and these hires do not 10 include replacement employees associated with 11 the retirements.</p> <p>12 MR. SMITH:</p> <p>13 A. Right.</p> <p>14 MR. JOHNSON:</p> <p>15 Q. So we would be looking at 29 new hires for 16 2013, right?</p> <p>17 MR. SMITH:</p> <p>18 A. Yes, and again this would be positions.</p> <p>19 MR. JOHNSON:</p> <p>20 Q. I'm sorry, yes, that's right, not -</p> <p>21 MR. SMITH:</p> <p>22 A. Not FTEs.</p> <p>23 MR. JOHNSON:</p> <p>24 Q. Not FTEs, okay, and then for 2014, there's a 25 further complement of new hires coming on with</p>
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<p>1 MR. JOHNSON:</p> <p>2 Q. Yes.</p> <p>3 MR. SMITH:</p> <p>4 A. Right, okay.</p> <p>5 MR. JOHNSON:</p> <p>6 Q. I don't think the one on the screen is the 7 first revision.</p> <p>8 MR. SMITH:</p> <p>9 A. Right.</p> <p>10 MS. GLYNN:</p> <p>11 Q. Again if you to the website, Chris, it's 12 revisions application on the left hand side 13 there - right hand side, sorry, revisions 14 application and the first one there dated 15 November 23rd.</p> <p>16 KELLY, Q.C.:</p> <p>17 Q. Volume 2, Chris, on the right hand side.</p> <p>18 MS. GLYNN:</p> <p>19 Q. Up one. There you go.</p> <p>20 MR. JOHNSON:</p> <p>21 Q. There we are. Okay, so note 5 indicates that 22 15 of the retiring employees will be replaced 23 in 2013.</p> <p>24 MR. SMITH:</p> <p>25 A. Right.</p>	<p>1 the company, and in that regard, unless you 2 know the figure, we could turn to CA-NP-437. 3 That's where you filed the 2014 labour 4 forecast. Again if you go into the last page 5 of that RFI reply, we see at note 5, it says 6 that 20 of the retiring employees will be 7 replaced in 2014, and then at note 9, the 8 company says in 2014 the company forecast 9 three new hires, so that would be a total of 10 23 in - I'm sorry, I'm not looking at the 11 revision. You've got the revision there, I'm 12 sorry. So we have for note 5, 20 plus 3, and 13 7 is - 35 employees being added in 2014, is 14 that right?</p> <p>15 MR. SMITH:</p> <p>16 A. That would be correct.</p> <p>17 MR. JOHNSON:</p> <p>18 Q. Okay, and in terms of the projection then 19 going out to 2016, if I could turn you to CA- 20 NP-682, this was an RFI that I asked in 21 relation to that 2011 workforce assessment 22 that I asked Mr. Ludlow about, and 23 particularly if you could go to page 2 of 3. 24 At least as of - I'm looking at line - the 25 paragraph starting at line 10, which indicated</p>

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<p>1 that the 2011 workforce assessment forecasted</p> <p>2 192 retirements over 2011 to 2016, and hiring</p> <p>3 requirements of 173 new employees over this</p> <p>4 period, ending up with an overall workforce</p> <p>5 requirement of 631 employees at the end of</p> <p>6 2016. So is the new hiring target more or</p> <p>7 less jiving with what you thought it was going</p> <p>8 to be in the workforce assessment?</p> <p>9 MR. SMITH:</p> <p>10 A. Well, there are some differences. I believe</p> <p>11 in this RFI, we indicated that there was some</p> <p>12 additions that came later when we brought in</p> <p>13 the expansion of the energy conservation</p> <p>14 program.</p> <p>15 MR. JOHNSON:</p> <p>16 Q. Okay,</p> <p>17 MR. SMITH:</p> <p>18 A. So those would be things that were driving it</p> <p>19 up post the 2011 review, and I believe we also</p> <p>20 indicated that the apprentice hires would also</p> <p>21 be driving it up.</p> <p>22 MR. JOHNSON:</p> <p>23 Q. Okay.</p> <p>24 MR. SMITH:</p> <p>25 A. But, yeah, this document talks about positions</p>	<p>1 Q. And in terms of other opportunities to sort of</p> <p>2 look at the cost picture, for instance, is</p> <p>3 there opportunities that comes from - has</p> <p>4 opportunities been assessed in terms of the</p> <p>5 cost savings that might come from and the</p> <p>6 efficiencies that might come from a younger</p> <p>7 workforce, for instance?</p> <p>8 MR. SMITH:</p> <p>9 A. In what way would you mean? I'm not sure -</p> <p>10 MR. JOHNSON:</p> <p>11 Q. Well, I'm thinking about whether the company</p> <p>12 has thought about things like, look, we might</p> <p>13 have opportunities here because of the</p> <p>14 changing demographics to do things in a</p> <p>15 different manner that may be more cost</p> <p>16 effective than we've been able to do in the</p> <p>17 past?</p> <p>18 MR. SMITH:</p> <p>19 A. Well, certainly we always look at our</p> <p>20 workforce and try to find opportunities to do</p> <p>21 things differently and do things better. One</p> <p>22 of the things that I'm very conscious of,</p> <p>23 though, and as we saw earlier in CA-NP-490, is</p> <p>24 the number of employees that we will have, not</p> <p>25 just from 2007 up to where we are today, but</p>
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<p>1 and the notes we were at a minute ago was</p> <p>2 positions, not to confuse them with FTEs, of</p> <p>3 course.</p> <p>4 MR. JOHNSON:</p> <p>5 Q. And so in terms of, like, the changeover in</p> <p>6 actual people, the positions, what are the</p> <p>7 opportunities that Newfoundland Power is</p> <p>8 assessing that comes from the turning over of</p> <p>9 staff and the new hires coming down the</p> <p>10 pipeline?</p> <p>11 MR. SMITH:</p> <p>12 A. Right. One of the biggest things, and it's</p> <p>13 indicated in note 7 in 682, is the strategy</p> <p>14 that we have for automatic meter reading, and</p> <p>15 so the company's capital budget last year put</p> <p>16 forward to the Board a new strategy to</p> <p>17 implement automatic meter reading in our</p> <p>18 service territory, and it's an accelerated</p> <p>19 program so we can stay in line with Canada</p> <p>20 requirements. So that activity, basically,</p> <p>21 will allow us over time as we put more of</p> <p>22 these AMR meters in, to reduce the number of</p> <p>23 positions in the company, primarily meter</p> <p>24 readers.</p> <p>25 MR. JOHNSON:</p>	<p>1 going from where we are today to 2017. By</p> <p>2 2017, almost 50 percent of our workforce will</p> <p>3 have less than 10 years experience. So a new</p> <p>4 workforce brings with it opportunities to do</p> <p>5 things differently albeit, but also brings</p> <p>6 with it the requirement to make sure the new</p> <p>7 people are trained because although new things</p> <p>8 are good, things that we already do are also</p> <p>9 very good. So we need to be very conscious</p> <p>10 that when we train a new workforce, we should</p> <p>11 leverage off the experience of what we have</p> <p>12 currently today. So in the next number of</p> <p>13 years the company will be going through a lot</p> <p>14 more of what we've been doing already, but</p> <p>15 even to a higher degree, and that is training</p> <p>16 our new workforce to do the work that's</p> <p>17 required.</p> <p>18 MR. JOHNSON:</p> <p>19 Q. And in terms of attracting - like, the numbers</p> <p>20 that we've seen attracted to Newfoundland</p> <p>21 Power, the 42 in 2011, the 35 in 2012, the 29</p> <p>22 in 2013, and the 23 or more forecasted for</p> <p>23 2014, I think the record would demonstrate and</p> <p>24 reveal that Newfoundland Power is a fairly</p> <p>25 sought after employer in the community. Would</p>

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<p>1 you accept that?</p> <p>2 (10:00 a.m.)</p> <p>3 MR. SMITH:</p> <p>4 A. I would think our reputation on the street</p> <p>5 would be very good, but the market has changed</p> <p>6 and continues to change. There's lots of</p> <p>7 opportunities in the marketplace now for</p> <p>8 technologists, for engineers, and even for</p> <p>9 line staff, business analysts, customer</p> <p>10 service people. So although we see ourselves</p> <p>11 as a good employer, I believe there's a lot</p> <p>12 more competition in the market today than</p> <p>13 there even was three years ago.</p> <p>14 MR. JOHNSON:</p> <p>15 Q. If we could turn up CA-NP-421. In this data</p> <p>16 request, Mr. Smith, we asked to provide -</p> <p>17 MR. SMITH:</p> <p>18 A. Mr. Johnson, I just need a second.</p> <p>19 MR. JOHNSON:</p> <p>20 Q. Oh, I'm terribly sorry.</p> <p>21 MR. SMITH:</p> <p>22 A. Okay.</p> <p>23 MR. JOHNSON:</p> <p>24 Q. In this data request, we asked the company to</p> <p>25 provide the number, title, and location of</p>	<p>1 Likewise, below it, engineering technologists,</p> <p>2 various locations, ranging from St. John's,</p> <p>3 Stephenville, to Grand Falls, six positions,</p> <p>4 145 positions - I won't go down through them,</p> <p>5 but the only area that I saw where there</p> <p>6 wasn't a big, big ratio between positions and</p> <p>7 the number of qualified applicants was over on</p> <p>8 the next page having to do with the power line</p> <p>9 technicians over various locations. Over that</p> <p>10 period of time, it would appear that there was</p> <p>11 fourteen positions advertised from Gander, St.</p> <p>12 John's, Bell Island, Twillingate, New-Wes-</p> <p>13 Valley, Clarenville, for which there were 30</p> <p>14 qualified applicants and power line</p> <p>15 apprentices below that, 29 for various</p> <p>16 locations, with 200 applications. So it</p> <p>17 seemed to me that in terms of the recruitment</p> <p>18 piece, that Newfoundland Power would have very</p> <p>19 little difficulty attracting talent, but</p> <p>20 perhaps the PLTs would be the biggest</p> <p>21 challenge that you have. Would that be a fair</p> <p>22 statement?</p> <p>23 MR. SMITH:</p> <p>24 A. I mean, the information certainly indicates we</p> <p>25 get quite a number of applications for</p>
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<p>1 positions which Newfoundland Power has</p> <p>2 publicly advertised over each of the years</p> <p>3 2010 to 2012, as well as the amount of time</p> <p>4 elapsed from advertisement to the filling of</p> <p>5 the positions, together with the number of</p> <p>6 qualified applications received for each</p> <p>7 position, and in this data reply you provide</p> <p>8 the information over that period of time, and</p> <p>9 I note as we go down through those, I would</p> <p>10 characterize it as fairly robust interest in</p> <p>11 each of the positions that Newfoundland Power</p> <p>12 has advertised. For instance, the area of</p> <p>13 customer representative position in Gander,</p> <p>14 even a temporary position, one position with</p> <p>15 24 qualified applicants. The corporate</p> <p>16 communication specialist in St. John's, one</p> <p>17 position, 71 qualified applicants. Customer</p> <p>18 account representative in St. John's 5, 34</p> <p>19 applicants, etc, and even going down to, for</p> <p>20 instance, the Director Human Resources in St.</p> <p>21 John's, 9 positions down, we see one position,</p> <p>22 64 applications, and down from - and these are</p> <p>23 qualified applicants. Then four up from the</p> <p>24 bottom, we see engineer, there were three</p> <p>25 positions in St. John's, and 148 applications.</p>	<p>1 positions, and as indicated, these would be</p> <p>2 qualified applicants which would meet the</p> <p>3 minimum requirement of whatever might be in</p> <p>4 the job posting. It could be a college</p> <p>5 degree, university degree, whatever it might</p> <p>6 be. So, yeah, this would be a listing of</p> <p>7 people who met those qualifications and a</p> <p>8 number of people would have applied for these</p> <p>9 positions, and for some of them, yeah, there's</p> <p>10 lots of applications for sure.</p> <p>11 MR. JOHNSON:</p> <p>12 Q. Indeed, and then - I guess, in addition to</p> <p>13 that, if you could go to 422 of CA-NP-422,</p> <p>14 this data response provides the number of</p> <p>15 applications that Newfoundland Power currently</p> <p>16 has on file for persons seeking employment</p> <p>17 with Newfoundland Power, and was asked to</p> <p>18 separate the amounts by position and compare</p> <p>19 the number to those presented in the last GRA,</p> <p>20 and you have a breakdown over the various</p> <p>21 groups. I won't read them out, but these are</p> <p>22 not necessarily qualified, but these are</p> <p>23 people who have thought about Newfoundland</p> <p>24 Power as an employer and figured they'd put</p> <p>25 their application in?</p>

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<p>1 MR. SMITH:</p> <p>2 A. Yeah, that's what the note on the bottom</p> <p>3 indicates, these were - these people applied,</p> <p>4 but they may not necessarily have the</p> <p>5 qualifications.</p> <p>6 MR. JOHNSON:</p> <p>7 Q. Right, and again we see engineers, there was</p> <p>8 20 filed between July, 2008, and June, 2009,</p> <p>9 35 over the more recent period. Linepersons,</p> <p>10 operations people, there was 85 in the prior</p> <p>11 period, 77 in the more recent. So that's the</p> <p>12 attraction piece. You seem to be quite an</p> <p>13 attractive employer. Now in terms of the</p> <p>14 retention issue, would it be fair to say that</p> <p>15 Newfoundland Power enjoys excellent retention?</p> <p>16 MR. SMITH:</p> <p>17 A. I think it's different than it used to be</p> <p>18 years ago. An example that comes to mind is</p> <p>19 in 2011, we lost in total about, and this is</p> <p>20 off the top of my head, Mr. Johnson, roughly</p> <p>21 six to seven line staff that were with the</p> <p>22 company for many years, and these individuals</p> <p>23 basically decided to start their own business</p> <p>24 and work in Labrador, actually become</p> <p>25 contractors to the company. So that would be</p>	<p>1 linespersons, industrial electricians,</p> <p>2 millwrights, technologists, and engineers have</p> <p>3 left Newfoundland Power other than by way of</p> <p>4 retirement or death in each of the years from</p> <p>5 2008 to date, and we see there that the</p> <p>6 numbers by year would be rather small, I think</p> <p>7 you would agree with me.</p> <p>8 MR. SMITH:</p> <p>9 A. Yeah, these are the numbers I'm referring to</p> <p>10 in 2011, it shows four linemen that have left</p> <p>11 the company.</p> <p>12 MR. JOHNSON:</p> <p>13 Q. Right.</p> <p>14 MR. SMITH:</p> <p>15 A. And I guess as I was trying to point out, if</p> <p>16 you look at the small amount of data that's</p> <p>17 here, when we're used to losing one a year, I</p> <p>18 guess, four was something in my mind to</p> <p>19 suggest that there was a change, but, yeah,</p> <p>20 overall these are small numbers in our overall</p> <p>21 population of our workforce.</p> <p>22 MR. JOHNSON:</p> <p>23 Q. Okay.</p> <p>24 MR. SMITH:</p> <p>25 A. But for us when we see four linemen leave in</p>
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<p>1 an example of something that is really unique</p> <p>2 that hadn't happened in many, many years, and</p> <p>3 this happened, I believe, in 2011. So overall</p> <p>4 retention in our company is reasonably good,</p> <p>5 but compared to what it used to be years ago,</p> <p>6 we do see signs that it is changing. People</p> <p>7 are leaving more than they used to in our</p> <p>8 company. Another example, if I may, in the</p> <p>9 last year or so we've lost a number of our</p> <p>10 engineers through two ways. Some of these</p> <p>11 people have left the company early to pursue</p> <p>12 opportunities with oil and gas or whatever it</p> <p>13 may be. Some others have retired earlier than</p> <p>14 they would have otherwise done, and gone on to</p> <p>15 pursue a career with another company. Again</p> <p>16 this has been occurring for the last year or</p> <p>17 two within our company. So overall I would</p> <p>18 say the retention is pretty good, but it is</p> <p>19 different than it used to be.</p> <p>20 MR. JOHNSON:</p> <p>21 Q. Okay, so that you're not in a position of</p> <p>22 having to guess at the numbers because I know</p> <p>23 there's a lot of data floating around in your</p> <p>24 head, no doubt, if you could turn to CA-NP-</p> <p>25 420. This question asked how many</p>	<p>1 the run of a year that we're certainly not</p> <p>2 used to, especially if it's in a place like</p> <p>3 one of our districts of Glovertown, or</p> <p>4 something like that, it's a big change to the</p> <p>5 company to try to fill those positions, but I</p> <p>6 would agree that in the overall grand scheme</p> <p>7 of things these numbers are fairly small.</p> <p>8 MR. JOHNSON:</p> <p>9 Q. Right. And I want to ask you about the</p> <p>10 retirement allowance and in that regard, could</p> <p>11 I refer you to CA-506? In this question, Mr.</p> <p>12 Smith, we asked Newfoundland Power to outline</p> <p>13 its policy as regards retirement allowances</p> <p>14 for retiring employees, and the response</p> <p>15 indicates that "upon retirement a regular</p> <p>16 Newfoundland Power employee with ten or more</p> <p>17 years of service, who qualifies for and</p> <p>18 receives a company pension, will receive a</p> <p>19 retirement allowance." And then in the next</p> <p>20 paragraph, you indicate how the retirement</p> <p>21 allowance is calculated, basically multiplying</p> <p>22 the employee's basic weekly salary by the</p> <p>23 number of completed years of continuous</p> <p>24 employment, up to a maximum of 24 weeks. And</p> <p>25 I think the data reply confirms that as of</p>



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<p>1 January 1st, 2014, that's going to 25 weeks.</p> <p>2 And the third paragraph indicates that</p> <p>3 that wouldn't apply to someone who terminates</p> <p>4 his or her employment voluntarily or is</p> <p>5 discharged for cause or is terminated due to a</p> <p>6 job redundancy. But you then go on to</p> <p>7 indicate that "payment of a retirement</p> <p>8 allowance is a term of the company's</p> <p>9 collective agreements and is also a term of</p> <p>10 employment of non-unionized regular</p> <p>11 employees." And so in terms of the collective</p> <p>12 agreement, that's in place now, I think</p> <p>13 there's a collective agreement for your staff</p> <p>14 for 2013 and 2014 that's salted away, right?</p> <p>15 MR. SMITH:</p> <p>16 A. Yeah. Our collective agreement includes 2013</p> <p>17 and 2014. That would be right.</p> <p>18 MR. JOHNSON:</p> <p>19 Q. Okay. And in terms of the comment in the</p> <p>20 final two lines that "payment of a retirement</p> <p>21 allowance is a term of employment of non-</p> <p>22 unionized regular employees," how is that --</p> <p>23 does that become a term of employment?</p> <p>24 MR. SMITH:</p> <p>25 A. I'm not quite sure I can answer that question</p>	<p>1 MR. SMITH:</p> <p>2 A. All I can speak to, Mr. Johnson, is what it</p> <p>3 says here, which is basically as we read</p> <p>4 before, it's a term of employment for non-</p> <p>5 unionized regular employees would include the</p> <p>6 retirement allowance.</p> <p>7 MR. JOHNSON:</p> <p>8 Q. Okay. And has it ever been considered, Mr.</p> <p>9 Smith -- I guess what I'm getting at, okay, is</p> <p>10 that I see a company that quite demonstrably</p> <p>11 is an attractive employer in the community,</p> <p>12 quite demonstrably gets multiples of</p> <p>13 candidates for each position, and I would ask</p> <p>14 what would be the basis for continuing to</p> <p>15 offer retiring allowances to new, for</p> <p>16 instance, non-unionized employees when it</p> <p>17 appears to me that Newfoundland Power can</p> <p>18 quite readily attract new employees?</p> <p>19 MR. SMITH:</p> <p>20 A. Well, I think there can be a difference</p> <p>21 between listings of qualified applicants</p> <p>22 versus the actual employees that you want to</p> <p>23 hire as a company. We certainly see ourselves</p> <p>24 as an employer that people want to work for</p> <p>25 and you can see in the information in terms of</p>
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<p>1 other than that when we hire employees, what</p> <p>2 this indicates is that it becomes one of the</p> <p>3 conditions of employment, I guess. But the</p> <p>4 exactness to it, Mr. Johnson, I couldn't</p> <p>5 really speak to.</p> <p>6 MR. JOHNSON:</p> <p>7 Q. I think would it be fair to say that for the</p> <p>8 non-unionized employee, the benefit of the</p> <p>9 retirement allowance is an automatic benefit</p> <p>10 upon hire at Newfoundland Power?</p> <p>11 MR. SMITH:</p> <p>12 A. When it's in the collective agreement, then an</p> <p>13 employee becomes part of the union and that</p> <p>14 would be, yes, an obligation, I guess, of the</p> <p>15 company with the contract.</p> <p>16 MR. JOHNSON:</p> <p>17 Q. And I understand that, because you got to</p> <p>18 adhere to the collective agreement. I'm</p> <p>19 talking now of the non-unionized staff that's</p> <p>20 hired. For instance, if a man or a woman</p> <p>21 applies and is successful in getting one of</p> <p>22 the non-unionized positions that you time to</p> <p>23 time advertise for, that similarly is pretty</p> <p>24 much automatic in Newfoundland Power that you</p> <p>25 get the retirement allowance benefit?</p>	<p>1 the number of applicants. But at the same</p> <p>2 time, we have a fairly high benchmark in terms</p> <p>3 of what we're looking for in terms of</p> <p>4 candidates and although we have lots of</p> <p>5 applicants, it doesn't mean we're always</p> <p>6 successful in filling positions. That doesn't</p> <p>7 mean that necessarily all the applicants,</p> <p>8 although they may meet the minimum</p> <p>9 qualifications, are the people that we're</p> <p>10 going to hire and the people that we want to</p> <p>11 hire.</p> <p>12 So, I think there's a little bit of a</p> <p>13 disconnect between numbers of people who apply</p> <p>14 for the job and are these truly people that</p> <p>15 Newfoundland Power wants to hire. I do</p> <p>16 remember something that a boss told me a long</p> <p>17 time ago when you're hiring and it kind of</p> <p>18 goes that you always want to hire better than</p> <p>19 your average and that way as a company you're</p> <p>20 always getting better. You never want to see</p> <p>21 yourself going backwards. So, I guess what</p> <p>22 I'm trying to say is when we look to hire</p> <p>23 people, we really try to make sure that we get</p> <p>24 strong candidates for our positions and it</p> <p>25 allows us to move the company forward.</p>

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<p>1 (10:15 a.m.)</p> <p>2 MR. JOHNSON:</p> <p>3 Q. I have no doubt that that would be the company</p> <p>4 goal and it would be any company's goal, to</p> <p>5 hire the best that they can get. But I guess</p> <p>6 what I'm focusing on, Mr. Smith, is it --</p> <p>7 it would appear to me that Newfoundland Power</p> <p>8 would not face an impediment to getting the</p> <p>9 best qualified people if it decided that</p> <p>10 "look, we're going to change this policy.</p> <p>11 We're not going to offer this automatically</p> <p>12 basically to non-unionized hires any more."</p> <p>13 MR. SMITH:</p> <p>14 A. Well, I kind of look at it maybe the opposite</p> <p>15 way. As we talked about before in CA-NP-490,</p> <p>16 the transition that the company is going to go</p> <p>17 through in the next five years is that we're</p> <p>18 going to have almost 45-50 percent of our</p> <p>19 employees with less than ten years experience,</p> <p>20 and this is an indication of the amount of</p> <p>21 hiring that we have to do, and at the same</p> <p>22 time, the bar charts further to the left are</p> <p>23 showing that we're losing our experienced</p> <p>24 employees. So what's in my mind is that if</p> <p>25 we're going through this transition, we need</p>	<p>1 necessarily offer retirement allowances. That</p> <p>2 would be a fair statement on my part, wouldn't</p> <p>3 it?</p> <p>4 MR. SMITH:</p> <p>5 A. I wouldn't have any data, Mr. Johnson, to</p> <p>6 answer that question. Again, I think when</p> <p>7 you're on the street and you're trying to get</p> <p>8 good employees, it's the overall package that</p> <p>9 you're offering people in terms of what they</p> <p>10 see and what they compare to. So, the</p> <p>11 employees that we're hiring and that we're</p> <p>12 trying to acquire in the company, you know,</p> <p>13 they make the decisions based on the packages</p> <p>14 that they see.</p> <p>15 MR. JOHNSON:</p> <p>16 Q. And on that point, Mr. Smith, I would suggest</p> <p>17 to you that you would have to agree with me</p> <p>18 that there'd be -- it would not be -- it would</p> <p>19 be a rather rare occurrence for somebody to</p> <p>20 turn down Newfoundland Power on the benefit of</p> <p>21 what was being -- on the basis of what was</p> <p>22 being put on the table for them in terms of</p> <p>23 wages and benefits, right?</p> <p>24 MR. SMITH:</p> <p>25 A. No, I wouldn't agree with that. We do a</p>
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<p>1 to make sure that the bar is high, that we get</p> <p>2 the very best candidates that we can, and that</p> <p>3 means that you need to have a package that</p> <p>4 when you're on the street trying to hire</p> <p>5 people that you get the very best candidates</p> <p>6 that are there. So, the way I look it, that</p> <p>7 there's more pressure than ever to make sure</p> <p>8 we have a good package that when we're looking</p> <p>9 to hire employees that we get the best</p> <p>10 employees that are possible.</p> <p>11 MR. JOHNSON:</p> <p>12 Q. And in terms of the packages that are out on</p> <p>13 the street, I'm wondering in terms of -- you</p> <p>14 know, for instance, at Maritime Electric, you</p> <p>15 were there for a number of years and you were</p> <p>16 at Fortis Alberta, did those companies as well</p> <p>17 have retirement allowances, for instance?</p> <p>18 MR. SMITH:</p> <p>19 A. I don't remember, so I couldn't answer the</p> <p>20 question, no.</p> <p>21 MR. JOHNSON:</p> <p>22 Q. Okay. And I think that you would agree with</p> <p>23 me that there's a lot of companies in</p> <p>24 Newfoundland and Labrador, whether they're</p> <p>25 involved in oil patch or wherever, that don't</p>	<p>1 decent job in hiring the employees that we're</p> <p>2 trying to get. Maybe an example of something</p> <p>3 that I experienced myself about a year ago.</p> <p>4 We had lost one of our more senior engineers</p> <p>5 in the company and we needed to replace this</p> <p>6 individual. The skills that were required on</p> <p>7 the street for this type of position was more</p> <p>8 of a planning position in our company.</p> <p>9 Difficult to get that skill set and hire it on</p> <p>10 the street, especially in terms of the utility</p> <p>11 business.</p> <p>12 So we went the approach of trying to get</p> <p>13 ourselves a new graduate and we posted the</p> <p>14 position and had a number of applicants and</p> <p>15 the individual that we got short-listed to had</p> <p>16 a number of other positions offered to him.</p> <p>17 Some of these employers had defined benefit</p> <p>18 pension plans. And although this individual</p> <p>19 was young, he understood the significance of</p> <p>20 future in life and pensions. So for him, the</p> <p>21 fact that we didn't have a defined benefit</p> <p>22 pension plan was a bit of a concern to him.</p> <p>23 So in that regards, we didn't have something</p> <p>24 that somebody else was offering to compete</p> <p>25 with. At the end of the day, with this</p>

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<p>1 individual, we were able to hire him and it</p> <p>2 was about the package that we could hire him</p> <p>3 that we're providing and in addition to</p> <p>4 opportunities that we could provide him with</p> <p>5 in the Fortis Group of Companies. He saw us</p> <p>6 as an employer that at a point in his career</p> <p>7 maybe he could move on to do something else</p> <p>8 and then at another point in his career, he</p> <p>9 could come back to Newfoundland, not unlike I</p> <p>10 had done myself.</p> <p>11 MR. JOHNSON:</p> <p>12 Q. But that would have been an example of a</p> <p>13 higher level employee in your organization,</p> <p>14 would it not?</p> <p>15 MR. SMITH:</p> <p>16 A. Well, it's an example of a junior engineer we</p> <p>17 were trying to hire to replace a more senior</p> <p>18 position and what we were trying to do was get</p> <p>19 ourselves a strong candidate that we could</p> <p>20 grow into the position and had an interest in</p> <p>21 this area of work.</p> <p>22 MR. JOHNSON:</p> <p>23 Q. But I'm sure that one can point to an example</p> <p>24 here and there, but you would agree with me,</p> <p>25 would you not, that in the vast, vast majority</p>	<p>1 889,000. Now Mr. Smith, I think you will</p> <p>2 agree that prior to January 1st, 2011, the</p> <p>3 company recognized this as an OPEB cost as</p> <p>4 part of an OPEBs inclusion and that was</p> <p>5 recognized on the pure cash basis, right? But</p> <p>6 effective January 1st, 2011, when the company</p> <p>7 commenced recognizing OPEBs using the accrual</p> <p>8 method of accounting, because of that, the</p> <p>9 cost associated with retiring allowances is no</p> <p>10 longer showing up as a distinct line item in</p> <p>11 the exhibits to this GRA like it did in the</p> <p>12 past, and I wonder if I could turn you, in</p> <p>13 that regard, to CA-NP-480?</p> <p>14 In this question, we asked under what</p> <p>15 line item in the operating cost by breakdown</p> <p>16 the retiring allowance would fall, and it</p> <p>17 indicated what I told you, in terms of when</p> <p>18 the company implemented the OPEBs treatment</p> <p>19 and the company says they're "no longer</p> <p>20 included in Exhibit 2 operating costs by</p> <p>21 breakdown. For 2011 to 2014 retiring</p> <p>22 allowances, you must refer to Volume 2,</p> <p>23 Exhibit 3, page 1, line 19." So could we turn</p> <p>24 there for a second?</p> <p>25 So if you could go down to line 19 --</p>
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<p>1 of cases, Newfoundland Power would not be</p> <p>2 getting into a toing and froing over the</p> <p>3 particulars of the benefit package with the</p> <p>4 perspective hire?</p> <p>5 MR. SMITH:</p> <p>6 A. No, I think when we go to hire people, we have</p> <p>7 our package of what we're going to offer, and</p> <p>8 I think there's times when you look at what</p> <p>9 you're offering and what the individual is</p> <p>10 bringing and sometimes you may have to adjust</p> <p>11 your package to try to attract that person.</p> <p>12 So, I think it's, you know, down to an</p> <p>13 individual decision, based on who the</p> <p>14 candidates are, the strength of the</p> <p>15 candidates, the options that you have</p> <p>16 available when you make your ultimate</p> <p>17 decision. So I really do think it's on more</p> <p>18 of a case-by-case basis.</p> <p>19 MR. JOHNSON:</p> <p>20 Q. Could I ask you to turn up CA-NP-510? This</p> <p>21 question asked the company how much has been</p> <p>22 paid by way of retiring allowances over 2007</p> <p>23 to 2012 and how much is forecast in 2013 and</p> <p>24 2014 and we see it obviously set out there and</p> <p>25 we see 2013 is forecasting 631,000; 2014</p>	<p>1 Exhibit 3. Yeah, there we are. 19 is the</p> <p>2 employee future benefits cost line. And we</p> <p>3 see the forecasted for 2013 and 2014, for</p> <p>4 example, is 23 and about 22.6 million</p> <p>5 respectively. So that now is where -- is the</p> <p>6 visibility that we're getting on the</p> <p>7 retirement allowances. And I'm wondering, Mr.</p> <p>8 Smith, if it would be possible to get you to</p> <p>9 indicate to us what proportion of the employee</p> <p>10 future benefit cost, as reported for 2013 and</p> <p>11 2014 in Exhibit 3, are attributable to the</p> <p>12 retiring allowances for unionized and non-</p> <p>13 unionized employees, just to get a sense of</p> <p>14 how big an issue that is in terms of those</p> <p>15 numbers?</p> <p>16 MR. SMITH:</p> <p>17 A. Not to break it out by unionized and non-</p> <p>18 unionized, because I certainly couldn't do</p> <p>19 that.</p> <p>20 MR. JOHNSON:</p> <p>21 Q. That would not be possible?</p> <p>22 MR. SMITH:</p> <p>23 A. Well, I wouldn't know that.</p> <p>24 MR. JOHNSON:</p> <p>25 Q. Okay.</p>

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1 MR. SMITH:  
 2 A. I mean, some of these employees obviously that  
 3 are with this cost are unionized and some  
 4 aren't. I just wouldn't know what the  
 5 breakout of that would be, no.  
 6 MR. JOHNSON:  
 7 Q. Okay. But I guess it's certainly true that  
 8 that OPEBs number that we saw there, the 22,  
 9 23, that number in the future is going to  
 10 reflect decisions made today by management of  
 11 Newfoundland Power as to whether they're going  
 12 to continue or not continue the retirement  
 13 allowances for its non-unionized new hires,  
 14 right?  
 15 MR. SMITH:  
 16 A. Yeah, it would affect the unionized employees  
 17 and the non-unionized employees, yes.  
 18 MR. JOHNSON:  
 19 Q. Right. Now you mentioned in your example a  
 20 couple of minutes ago about the engineer who  
 21 was thinking about joining the company.  
 22 MR. SMITH:  
 23 A. Yes.  
 24 MR. JOHNSON:  
 25 Q. Regarding the switch from defined benefit to

1 MR. SMITH:  
 2 A. Yes. There's a point in time which the date I  
 3 don't remember. You're suggesting 2004.  
 4 MR. JOHNSON:  
 5 Q. I believe it's 2004.  
 6 MR. SMITH:  
 7 A. And from that point forward, employees, new  
 8 employees cannot join the defined benefit  
 9 plan.  
 10 MR. JOHNSON:  
 11 Q. Right. And Mr. Ludlow indicated at the last  
 12 GRA, and I can provide the reference if need  
 13 be, at page 146 of his testimony from the last  
 14 GRA, and I don't know what the date is, but he  
 15 indicated to us that the decision to offer a  
 16 defined contribution benefit plans to new  
 17 employees has not affected the ability of  
 18 Newfoundland Power to attract new employees.  
 19 Would you share that observation?  
 20 MR. SMITH:  
 21 A. That statement was made at the last GRA?  
 22 MR. JOHNSON:  
 23 Q. Right.  
 24 MR. SMITH:  
 25 A. Again, the statement at the time I wouldn't

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1 defined contribution.  
 2 MR. SMITH:  
 3 A. Yes.  
 4 MR. JOHNSON:  
 5 Q. And do you know the background of why the  
 6 company decided to switch from defined benefit  
 7 to defined contribution?  
 8 MR. SMITH:  
 9 A. I wasn't with Newfoundland Power at the time  
 10 that that occurred. I believe I -- well, I  
 11 left Newfoundland Power in 1999 and that  
 12 happened after I left, so the exact logic of  
 13 that, no, I couldn't be able to tell you.  
 14 MR. JOHNSON:  
 15 Q. The exact logic, but I guess it was a cost  
 16 saving to the company, I presume. You must be  
 17 aware of that.  
 18 MR. SMITH:  
 19 A. Again, I wasn't with the company, so why the  
 20 decision was made, I couldn't speak to.  
 21 MR. JOHNSON:  
 22 Q. Can you confirm for us that the fact now -- I  
 23 think new hires since 2004 at Newfoundland  
 24 Power can only join -- can only become part of  
 25 the defined contribution plan, right?

1 disagree with obviously. Has the market  
 2 changed today and would it be different?  
 3 Based on the example I've told you, it did  
 4 make a difference. Is that a prominent thing,  
 5 a normal thing? I can just give you the  
 6 example I gave you earlier.  
 7 (10:30 a.m.)  
 8 MR. JOHNSON:  
 9 Q. Now Mr. Smith, in terms of the wages set up,  
 10 in terms of how they are arrived at at  
 11 Newfoundland Power, we have executive and  
 12 upper management and so that would be four  
 13 executives and nine managers, nine of your top  
 14 managers, right?  
 15 MR. SMITH:  
 16 A. That's correct.  
 17 MR. JOHNSON:  
 18 Q. And they would be persons whose wages and  
 19 benefits would be determined based upon  
 20 looking at the Hay Group and their analysis of  
 21 the marketplace, right?  
 22 MR. SMITH:  
 23 A. Yes, that would be correct.  
 24 MR. JOHNSON:  
 25 Q. Okay. And we asked Newfoundland Power to

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<p>1 provide us with copies of all reports provided</p> <p>2 to management in respect of employer benefits</p> <p>3 and compensation over the entire period from</p> <p>4 2007 to present, and in that regard, I'd like</p> <p>5 to turn you to CA-NP-439. And just to confirm</p> <p>6 that these would be the only reports that your</p> <p>7 company has obtained in respect of employee</p> <p>8 benefits and compensation from 2007 to present</p> <p>9 and all of them relate to the upper management</p> <p>10 of the company, being the executive and the</p> <p>11 upper managers, and then finally Attachment E</p> <p>12 would be the AON Consulting Benefits Trend</p> <p>13 Survey, which we talked about in the last GRA.</p> <p>14 So that's the sum total of reports provided to</p> <p>15 management in respect of benefits and</p> <p>16 compensation, correct?</p> <p>17 MR. SMITH:</p> <p>18 A. Yes, that's what the RFI says.</p> <p>19 MR. JOHNSON:</p> <p>20 Q. Okay. Now in terms of the way wages and</p> <p>21 benefits get determined in Newfoundland Power,</p> <p>22 we have the unionized employees and that's</p> <p>23 obviously done through the collective</p> <p>24 agreement and the bargaining process across</p> <p>25 the table and I understand that there would be</p>	<p>1 clerical non-union and your professionals. So</p> <p>2 these are not FTEs. These are real positions</p> <p>3 people?</p> <p>4 MR. SMITH:</p> <p>5 A. Yeah. Table 1 says it's by position.</p> <p>6 MR. JOHNSON:</p> <p>7 Q. Okay. Now so -</p> <p>8 MR. SMITH:</p> <p>9 A. Wait now, I need to look at that again. It</p> <p>10 says by position group. Yeah, I believe this</p> <p>11 is positions, not FTEs, yeah.</p> <p>12 MR. JOHNSON:</p> <p>13 Q. Okay. So we see those respective numbers set</p> <p>14 out. Now in terms of the professional</p> <p>15 grouping that we see there, that would include</p> <p>16 your engineers?</p> <p>17 MR. SMITH:</p> <p>18 A. Yes, that would include the engineers.</p> <p>19 MR. JOHNSON:</p> <p>20 Q. And would it include the technologists?</p> <p>21 MR. SMITH:</p> <p>22 A. It would include the technologists.</p> <p>23 MR. JOHNSON:</p> <p>24 Q. And accountants and those types of people?</p> <p>25 MR. SMITH:</p>
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<p>1 a total of 343 unionized employees at</p> <p>2 Newfoundland Power, and in that regard, we</p> <p>3 could probably turn up CA-NP-425. Okay?</p> <p>4 MR. SMITH:</p> <p>5 A. Yes.</p> <p>6 MR. JOHNSON:</p> <p>7 Q. So at Table 1, we see for the period '04 to</p> <p>8 2012, with forecast for 2013 and '14, the</p> <p>9 number of FTEs broken down by management and</p> <p>10 union and now these would be -- these would</p> <p>11 not be real employees, would they, or are they</p> <p>12 all FTEs that we're seeing here or employees?</p> <p>13 MR. SMITH:</p> <p>14 A. Well, I guess the table indicates FTEs.</p> <p>15 MR. JOHNSON:</p> <p>16 Q. They would be FTEs, okay. Now in terms of the</p> <p>17 actual number of regular employees, I'm</p> <p>18 looking for 426. I'm sorry, this -- okay, 426</p> <p>19 would actually provide us with the numbers for</p> <p>20 the non-union employees. They would be</p> <p>21 considered -- they would be what you would</p> <p>22 consider, I take it, the regular managerial</p> <p>23 employees, which would include your executive</p> <p>24 complement, your nine top management, the</p> <p>25 supervisory frontline technical staff,</p>	<p>1 A. Yes.</p> <p>2 MR. JOHNSON:</p> <p>3 Q. Okay. Now we asked Newfoundland Power to tell</p> <p>4 us how wages for Newfoundland Power's</p> <p>5 unionized and non-unionized employees compared</p> <p>6 with those at Hydro and those in Atlantic</p> <p>7 Canada more generally and we were directed to</p> <p>8 the reply that you gave to the Board staff in</p> <p>9 PUB-NP-006. So could I turn you to that</p> <p>10 reply, sir?</p> <p>11 And in this question, the Board staff</p> <p>12 referenced page 29 of your evidence and</p> <p>13 footnote 14 where -- and it says "it is stated</p> <p>14 that composite labour rate increases of 4. 95</p> <p>15 percent in 2011, 3.71 percent in 2012, 4. 09</p> <p>16 percent in 2013 and 4.06 percent in 2014 were</p> <p>17 used in determining actual and forecast labour</p> <p>18 cost. Please provide the support</p> <p>19 justification for these increases, including</p> <p>20 details on average salary increases given and</p> <p>21 forecast over the same period by companies in</p> <p>22 Newfoundland and Atlantic Canada and by</p> <p>23 Canadian electric utilities." And it's a</p> <p>24 five-page reply.</p> <p>25 Now, so I take it, Mr. Smith, that this</p>

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<p>1 is where we would look to in the record of</p> <p>2 this proceeding to see the justification or</p> <p>3 support for the wages and the increases</p> <p>4 outlined and that are reflected in the two</p> <p>5 test years? Would that be correct?</p> <p>6 MR. SMITH:</p> <p>7 A. Yes, this RFI can -- it goes through technical</p> <p>8 skills, engineers, managerial people and it</p> <p>9 indicates in 2012, the last year that's here,</p> <p>10 where our wages are relative to other</p> <p>11 comparables.</p> <p>12 MR. JOHNSON:</p> <p>13 Q. Yes. What I see here is that you've given us</p> <p>14 information, particular information on page</p> <p>15 two of five regarding the PLTs and I'm not so</p> <p>16 much concerned here about the union, because</p> <p>17 that's a collective agreement, the bargaining</p> <p>18 process, and so in addition to the PLTs, this</p> <p>19 reply, over at page three of five, addresses</p> <p>20 the technologists, of which there would be 60,</p> <p>21 I think, in Newfoundland Power. Would that be</p> <p>22 correct?</p> <p>23 MR. SMITH:</p> <p>24 A. That's what we have here on line 6 of page</p> <p>25 three, there are 60 active technologists in</p>	<p>1 nine managers and four executives. I guess</p> <p>2 what I'm getting at, Mr. Smith, is I don't see</p> <p>3 a big basis here of comparison with -- other</p> <p>4 than the PLTs and the unions which I'll leave</p> <p>5 to the aside, I see discussion of the top</p> <p>6 executive. I see discussion of the nine</p> <p>7 managers below them. I see discussion of the</p> <p>8 35 engineers and the 60 technologists. And</p> <p>9 I'm wondering where is the justification for</p> <p>10 everybody else at the company, in terms of the</p> <p>11 wages and increases?</p> <p>12 MR. SMITH:</p> <p>13 A. In which group are you pointing to again in</p> <p>14 the RFI?</p> <p>15 MR. JOHNSON:</p> <p>16 Q. Well, I'm referring to anybody who falls</p> <p>17 outside of the technologists, the engineers,</p> <p>18 the nine managers and the four executives, and</p> <p>19 the 150 PLTs, we'll leave to the side.</p> <p>20 MR. SMITH:</p> <p>21 A. So Group D then or Section D, managerial</p> <p>22 employees.</p> <p>23 MR. JOHNSON:</p> <p>24 Q. But this talks about Newfoundland Power having</p> <p>25 approximately 140 managerial employees and</p>
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<p>1 the workforce, yes.</p> <p>2 MR. JOHNSON:</p> <p>3 Q. Right. And they would be considered part of</p> <p>4 that professional grouping that we talked</p> <p>5 about earlier, right?</p> <p>6 MR. SMITH:</p> <p>7 A. That would be correct.</p> <p>8 MR. JOHNSON:</p> <p>9 Q. Okay. And then at page three of five, we also</p> <p>10 see, towards the bottom of that page,</p> <p>11 engineers, of which there would be 35. So</p> <p>12 that, the engineers and the technologists are</p> <p>13 addressed, right?</p> <p>14 MR. SMITH:</p> <p>15 A. Yes.</p> <p>16 MR. JOHNSON:</p> <p>17 Q. And then over on the next page, we see, under</p> <p>18 D, managerial employees. You point out that</p> <p>19 Newfoundland Power has approximately 140</p> <p>20 managerial employees, but the discussion in</p> <p>21 terms of compensation for managerial employees</p> <p>22 being benchmarked at Hay Group's Canadian</p> <p>23 utility organizations, that only refers --</p> <p>24 that only relates to nine of the managers and</p> <p>25 then below, we have senior management of the</p>	<p>1 then the statement is "compensation for</p> <p>2 managerial employees is benchmarked to Hay</p> <p>3 Group's Canadian utilities comparator group."</p> <p>4 MR. SMITH:</p> <p>5 A. Yes.</p> <p>6 MR. JOHNSON:</p> <p>7 Q. And so that doesn't help me in finding out</p> <p>8 about the comparisons for the full 140</p> <p>9 managerial employees. Now I recognize that</p> <p>10 out of that 140 managerial, we have 60</p> <p>11 technologists and we have 35 engineers, right?</p> <p>12 MR. SMITH:</p> <p>13 A. Yeah, they would be in that group. I'm just -</p> <p>14 - I just need a minute to read the note here.</p> <p>15 MR. JOHNSON:</p> <p>16 Q. Sure. No, that's fine.</p> <p>17 KELLY, Q.C.:</p> <p>18 Q. The difference in how that works, Mr.</p> <p>19 Chairman, is set out in footnotes 10 and 12.</p> <p>20 I think Mr. Johnson is not understanding.</p> <p>21 MR. SMITH:</p> <p>22 A. We say in Section D that the Hay Group is used</p> <p>23 for this group.</p> <p>24 CHAIRMAN:</p> <p>25 Q. I mean, I'm really having trouble following</p>

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1 your line of questioning, Mr. Johnson, you  
2 know. I don't want to, you know, not permit  
3 the widest possible cross-examination, but I'm  
4 having trouble following what you're getting  
5 at. I mean, I don't know.

6 MR. JOHNSON:

7 Q. Let's put it -- let me turn for a second to  
8 445.

9 CHAIRMAN:

10 Q. I mean, the key takeaway for me here, I think  
11 Mr. Smith said in terms of adjusted --  
12 normalized for inflation, the company has  
13 achieved productivity improvement so that its  
14 labour cost per unit of output have dropped.  
15 Is that what you -

16 MR. SMITH:

17 A. Yeah, what we do -

18 CHAIRMAN:

19 Q. So I mean -

20 MR. SMITH:

21 A. When we build our budget, what we do is we  
22 will use this composite number of about four  
23 percent in any given year and what we'll  
24 actually build into our cost in our revenue  
25 requirement in our rates is three percent. So

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1 we'll ask customers to pay for three percent,  
2 not the full four percent. That's how we  
3 achieve productivity. That's how it's built  
4 into our budgets.

5 (10:45 a.m.)

6 CHAIRMAN:

7 Q. So you're becoming more efficient by using  
8 technology and therefore able to reduce your  
9 labour cost, which is per unit of output,  
10 which is what you would normally expect in a  
11 company that's operating properly. I don't  
12 know. But I mean, I'd like to see where you -  
13 - I mean, you know.

14 MR. JOHNSON:

15 Q. Well, let me turn to 445, which asked to  
16 provide how the base salary increases for  
17 Newfoundland Power's engineering,  
18 professional, managerial employee salary  
19 increases from 2000 to 2012 have compared with  
20 the annual inflation rate and what I  
21 understand, Mr. Smith, is that the inflation  
22 rate that is put forward on the right-hand  
23 side, that would be the Newfoundland labour  
24 inflation rate?

25 MR. SMITH:

1 A. We have to look at, I guess, the reference to  
2 that which would be Reference 1. It says that  
3 it's the inflation rate -- I'm sorry, back to  
4 the mike. I just need one minute, Mr.  
5 Johnson.

6 MR. JOHNSON:

7 Q. Certainly.

8 MR. SMITH:

9 A. Yeah, we say in Note 1 that the inflation rate  
10 used in this response is the labour inflation  
11 rate for Newfoundland and Labrador measured by  
12 the annual weekly wage industrial composite  
13 from the Conference Board of Canada.

14 MR. JOHNSON:

15 Q. Okay. Now over -- when you see in 2011, we  
16 see the Newfoundland inflation rate being  
17 slightly ahead of the average salary increase  
18 for Newfoundland Power employees by percentage  
19 point, but when we get down to 2013 and 2014  
20 test year, we see the average salary increases  
21 for this group running ahead of even the  
22 Newfoundland inflation rate and I think the  
23 evidence would indicate that you consider the  
24 Newfoundland labour market to be, you know,  
25 pretty hot and subject to inflationary

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1 pressure. So, I guess, Newfoundland Power  
2 would -- Newfoundland Power, in 2013 and 2014,  
3 is looking at salary increases that are  
4 running ahead of the inflation rate that's  
5 predicted for Newfoundland, the Newfoundland  
6 labour inflation rate?

7 MR. SMITH:

8 A. Well, I think you have to be mindful maybe of  
9 the full package of data that's here.

10 MR. JOHNSON:

11 Q. Okay.

12 MR. SMITH:

13 A. If you look at the 12 years of history, from  
14 2000 to 2012, and you look at the column on  
15 the right, the average over there would be  
16 about 4.4 percent per year. And if you look  
17 at the Newfoundland Power history, it would be  
18 3.9 percent per year. And so, when you take  
19 our four percent for the '13 and '14 and you  
20 lay it against our 12 years of history, which  
21 was 3.9, what we're forecasting to pay our  
22 employees in '13 and '14 is very comparable to  
23 our history, which averaged 3.9 percent. And  
24 you know, that's the comparator that I'd look  
25 at, I guess, if I look at where we are today

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<p>1 and the marketplace we're in, and I think</p> <p>2 about what we've paid our employees</p> <p>3 traditionally and that again is a 12-year</p> <p>4 average at 3.9 percent, moving forward at four</p> <p>5 percent seems like a reasonable number. And</p> <p>6 you have to bear in mind that these numbers</p> <p>7 that we use here, it's not just the base wage</p> <p>8 increase that you give the employee, but it's</p> <p>9 also the step increase that goes on. So if</p> <p>10 you hire a technologist and the technologist</p> <p>11 starts with you right out of school, then that</p> <p>12 individual will go through a period of three</p> <p>13 or four years to reach the normal pay scale</p> <p>14 for a fully fetched technologist. So these</p> <p>15 numbers here have to reflect that also. It's</p> <p>16 not just the percentage wage increase, but</p> <p>17 it's also the step change that occurs.</p> <p>18 MR. JOHNSON:</p> <p>19 Q. Right, okay.</p> <p>20 MR. SMITH:</p> <p>21 A. So both things go on in these numbers. So</p> <p>22 when I look at the table and I compare our</p> <p>23 history, I get a number that's 3.9 and when I</p> <p>24 look at where we're going in the future, it's</p> <p>25 4.0. So it's fairly comparable to me.</p>	<p>1 quite voluminous, as you can see, and it was</p> <p>2 in relation to material that had been given to</p> <p>3 Gannett Fleming, and as I understand what</p> <p>4 happened is a lot of these things, appendices</p> <p>5 and things, were in various different</p> <p>6 electronic files and these couple of files</p> <p>7 just got missed when we were compiling the</p> <p>8 RFI. It was inadvertent.</p> <p>9 So in any event, if I can ask Chris to go</p> <p>10 to CA-NP-88, get it up on the screen. If you</p> <p>11 look, there is -- Attachment B is the 2010</p> <p>12 property inspection reports prepared by</p> <p>13 Newfoundland Power personnel for each</p> <p>14 functional plant. And then if you go into</p> <p>15 Attachment B, about seven pages in, it refers</p> <p>16 to sample detailed inspections attached in</p> <p>17 Appendix A and details of the distribution</p> <p>18 inspection standards outlined in Appendix C,</p> <p>19 and those two appendices were missed in</p> <p>20 compiling the RFI response earlier on. So</p> <p>21 that was pointed out to us and we've provided</p> <p>22 that this morning and filed copies with the</p> <p>23 Board and with Mr. Johnson.</p> <p>24 And the other thing that we have, we're</p> <p>25 filing responses to the RFIs that were issued</p>
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<p>1 MR. JOHNSON:</p> <p>2 Q. I guess it's close to 11, Mr. Chairman, if you</p> <p>3 want to -</p> <p>4 CHAIRMAN:</p> <p>5 Q. You want to break here?</p> <p>6 MR. JOHNSON:</p> <p>7 Q. That'll be fine with me.</p> <p>8 CHAIRMAN:</p> <p>9 Q. Okay.</p> <p>10 MR. JOHNSON:</p> <p>11 Q. Okay. Thank you.</p> <p>12 (BREAK - 10:50 a.m.)</p> <p>13 (RESUME - 11:28 a.m.)</p> <p>14 CHAIRMAN:</p> <p>15 Q. So before we resume, I understand you have a</p> <p>16 preliminary matter you wish to raise, sir?</p> <p>17 MR. HAYES:</p> <p>18 Q. I do, Mr. Chairman. Last evening, it was</p> <p>19 drawn to our attention that there were a</p> <p>20 couple of items missing from an RFI response</p> <p>21 that was, I think, in the first batch of RFIs</p> <p>22 some while ago. It's CA-NP-88 and we</p> <p>23 discovered that there were a couple of</p> <p>24 documents missing, and I'm just going to show</p> <p>25 the Board where those belong. The RFI was</p>	<p>1 by the Board the other day, PUB-NP-10 to PUB -</p> <p>2 - or NP-110 to PUB-NP-115 and those have been</p> <p>3 filed. That's it, sir.</p> <p>4 CHAIRMAN:</p> <p>5 Q. Okay, sir. And you have a matter too, I</p> <p>6 understand?</p> <p>7 MS. GLYNN:</p> <p>8 Q. Yes, Mr. Chair. We have provided to the</p> <p>9 parties and would like to enter onto the</p> <p>10 record Undertakings No. 17, 18 and 19 that</p> <p>11 were given by Mr. Troy MacDonald, the Board's</p> <p>12 expert. So they have been distributed and</p> <p>13 we've put them on the record. Thank you.</p> <p>14 (11:30 a.m.)</p> <p>15 CHAIRMAN:</p> <p>16 Q. Okay. Mr. Johnson.</p> <p>17 MR. JOHNSON:</p> <p>18 Q. Could I ask you to turn up the Five-year</p> <p>19 Energy Conservation Plan that's at Volume 2,</p> <p>20 Tab 1? This is exactly what it -- I'm sorry.</p> <p>21 MR. KIRBY:</p> <p>22 Q. Under Reports, Tab 1.</p> <p>23 MR. JOHNSON:</p> <p>24 Q. You have that now?</p> <p>25 MR. SMITH:</p>



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<p>1 A. I'm trying to find it.</p> <p>2 MR. JOHNSON:</p> <p>3 Q. Okay.</p> <p>4 MR. SMITH:</p> <p>5 A. What's the reference again? Volume 2?</p> <p>6 MR. JOHNSON:</p> <p>7 Q. Volume 2, Tab 1.</p> <p>8 MR. HAYES:</p> <p>9 Q. It's under B, Reports. Tab B.</p> <p>10 MR. SMITH:</p> <p>11 A. I see it.</p> <p>12 MR. HAYES:</p> <p>13 Q. And sub Tab 1.</p> <p>14 MR. SMITH:</p> <p>15 A. Okay.</p> <p>16 MR. JOHNSON:</p> <p>17 Q. And this is the Five-year Energy Conservation</p> <p>18 Plan, 2012 to 2016, and the first point that</p> <p>19 I'd like to bring up with you is on the bottom</p> <p>20 of page four of the document, having to do</p> <p>21 with the insulation program.</p> <p>22 MR. SMITH:</p> <p>23 A. Page four?</p> <p>24 MR. JOHNSON:</p> <p>25 Q. Page four, towards the bottom.</p>	<p>1 by the conservation programs over 2009 to 2012</p> <p>2 and we see it confirm what it said at page</p> <p>3 four about the insulation program being the</p> <p>4 biggest contributor to the savings total over</p> <p>5 that period of nearly 33,000 megawatt hours</p> <p>6 and about, I guess, 57 percent of the total is</p> <p>7 what we calculate. And then if you flip over</p> <p>8 to page two of two, it gives the costs of the</p> <p>9 conservation program, and there we see that</p> <p>10 that program, over the course of '09 to 2012,</p> <p>11 cost about 4.2 million and so representative</p> <p>12 of 42 percent of the cost of the program, but</p> <p>13 on the savings, 57 percent.</p> <p>14 And I guess as we know, a couple of</p> <p>15 things have happened over the last short</p> <p>16 while. First of all, the City of St. John's</p> <p>17 brought in, I think in 2011, different</p> <p>18 standards in terms of requirements that were</p> <p>19 necessary for new homes, having to do with</p> <p>20 basement insulation, exterior windows and that</p> <p>21 sort of thing. So they required it within</p> <p>22 their jurisdiction, right?</p> <p>23 MR. SMITH:</p> <p>24 A. Yeah, there was a change coming forward from</p> <p>25 the National Building Code, I believe, and the</p>
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<p>1 MR. SMITH:</p> <p>2 A. Yes.</p> <p>3 MR. JOHNSON:</p> <p>4 Q. It's coming up on the screen there now. And</p> <p>5 it indicates there, Mr. Smith, that the</p> <p>6 insulation program has resulted in the highest</p> <p>7 amount of energy savings of all the programs</p> <p>8 in the portfolio and the program provides</p> <p>9 incentives to upgrade insulation levels in</p> <p>10 basements and attics and goes on to state that</p> <p>11 the experience with the program has shown</p> <p>12 customer participation to be responsive to</p> <p>13 awareness-building marketing activities. And</p> <p>14 as I understand it, Mr. Smith, in terms of it</p> <p>15 being the biggest contributor to the total</p> <p>16 energy reductions, that's further expanded on</p> <p>17 in this report at Schedule A at page one of</p> <p>18 two.</p> <p>19 MR. SMITH:</p> <p>20 A. Schedule A. Again the page?</p> <p>21 MR. JOHNSON:</p> <p>22 Q. Page one of two. If you come down a little</p> <p>23 bit further so you can see the title on the</p> <p>24 top of the page, I'm sorry. Yeah. And so</p> <p>25 this table gives the energy reductions caused</p>	<p>1 City of St. John's moved a little faster than</p> <p>2 National Building Code required.</p> <p>3 MR. JOHNSON:</p> <p>4 Q. Right. And in terms of the National Building</p> <p>5 Code, I understand that as of December 2012,</p> <p>6 there was to be implementation of new standard</p> <p>7 which required for new homes built in Canada</p> <p>8 that there be insulation, for instance, in the</p> <p>9 basements.</p> <p>10 MR. SMITH:</p> <p>11 A. Yeah, I believe that's the essence of the</p> <p>12 change, yes.</p> <p>13 MR. JOHNSON:</p> <p>14 Q. Right. And if we could go over -- so that</p> <p>15 means, I take it from the materials, that no</p> <p>16 more does Newfoundland Power or Hydro have to</p> <p>17 incent new home construction by way of</p> <p>18 basement insulation and those types of things</p> <p>19 that are covered by the requirements of either</p> <p>20 the City or the National Building Codes?</p> <p>21 MR. SMITH:</p> <p>22 A. Yeah. It would be for new home construction</p> <p>23 that we would no longer need to incent</p> <p>24 insulation for basements, yes.</p> <p>25 MR. JOHNSON:</p>

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1 Q. Right. And if we go over to CA-NP-470, we see  
 2 the forecast conservation operating cost from  
 3 2012 forecast to 2014 forecast and I notice  
 4 that the amount for insulation is going down  
 5 from 659, 589 to 514, and I just would like  
 6 you to comment upon that, I guess from -- I  
 7 guess where I'm coming from on it is if it  
 8 seems to produce these savings in energy which  
 9 would most directly impact people's bills and  
 10 we know that you don't have to spend so much  
 11 as you used to in terms of the new  
 12 construction, but you still have the existing  
 13 housing stock out there, and I'm curious as to  
 14 why we would bring down the spending on  
 15 insulation and perhaps not enhance it to  
 16 target the existing housing stock, for  
 17 instance?

18 MR. SMITH:

19 A. Well, I think this is just a reflection of,  
 20 again, as we said, the fact that new home  
 21 construction will not be qualified for in the  
 22 future and we're bringing these numbers down  
 23 to reflect that.

24 MR. JOHNSON:

25 Q. Okay. But in terms of the payback for the

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1 insulation piece, I recall that from the last  
 2 rate case when you testified, you used an  
 3 example -- and there's no need to go there. I  
 4 don't think it will be much in contention --  
 5 that the typical cost to insulate a basement  
 6 was about \$1200. The rebate that was being  
 7 provided through the program was about \$250  
 8 and the annual energy savings would run about  
 9 200 to \$250 a year, so you'd be looking -- and  
 10 what you indicated in your evidence last time  
 11 -- about a four to five-year payback. Those  
 12 figures sound about right? If not, we could  
 13 actually go to the -

14 MR. SMITH:

15 A. Yeah, I mean, the thing I'm wondering about  
 16 was the \$1200. That would be the value of the  
 17 insulation, not the labour to install  
 18 probably.

19 MR. JOHNSON:

20 Q. I think it probably would. That would be the  
 21 value of the insulation, I'd expect.

22 MR. SMITH:

23 A. Yeah.

24 MR. JOHNSON:

25 Q. And I guess, that part of the program seemed

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1 to me to be a very good bang for the buck,  
 2 relative to some of the other initiatives.  
 3 Would that be your understanding as well?

4 MR. SMITH:

5 A. Well, you know, bang for the buck, I guess,  
 6 could be a phrase, but I mean, all the  
 7 programs that we do, windows, thermostats and  
 8 the new programs that we're going to do,  
 9 they'll all have a bang for the buck, so to  
 10 speak, or a payback type of thing. Insulation  
 11 is certainly one of them that customers have  
 12 expressed interest in in the past. But you  
 13 know, the other programs, thermostats and  
 14 windows, have also shown -

15 MR. JOHNSON:

16 Q. And I'm not taking anything away from the  
 17 thermostats or windows, but I'm -- in terms of  
 18 your assessment, has it been assessed as to  
 19 whether insulation does in fact provide a  
 20 greater bang than some of the other measures  
 21 that are put forward as part of the  
 22 residential portfolio?

23 MR. SMITH:

24 A. I mean, all I can speak for is each of these  
 25 programs have their own test mechanism, I

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1 guess you'd call it, to ensure that there is a  
 2 payback and the insulation has a good payback,  
 3 yes.

4 MR. JOHNSON:

5 Q. In terms of the -- I'm interested in how the  
 6 program, in terms of insulation, is put out  
 7 there. For instance, is it an active program  
 8 in any way in terms of reaching to, for  
 9 instance, now that we don't have to worry  
 10 about the new housing stock, reaching out to  
 11 existing housing stock? Is there any of that  
 12 done either, to your knowledge, at  
 13 Newfoundland Power or Hydro?

14 MR. SMITH:

15 A. Well, with the insulation programs that we do,  
 16 we -- you know, all of them, we reach out in  
 17 different ways. We do TV advertising. We put  
 18 things on the website. For all these  
 19 activities, we're trying to stimulate  
 20 customers' interest to participate and when we  
 21 do that, insulation, thermostats, windows, in  
 22 terms of what you've seen on the TV in the  
 23 past, they all get equal billing in the  
 24 advertisement, we'll say.

25 MR. JOHNSON:

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<p>1 Q. I understand that, and the ads are good. I</p> <p>2 guess is there any more direct reach out in</p> <p>3 terms of Newfoundland Power, I would expect,</p> <p>4 as a pretty good grasp on its -- you know,</p> <p>5 where the housing stock is. Is there any idea</p> <p>6 of reaching out to individual householders and</p> <p>7 saying "look, have you considered this?"</p> <p>8 MR. SMITH:</p> <p>9 A. Well, maybe a way I'll try to answer, I guess,</p> <p>10 is one of the things that we're trying to do</p> <p>11 with the program is make it appealing to a</p> <p>12 broader group of our customers, not just the</p> <p>13 electric heat customer, and it's the genesis,</p> <p>14 I guess, of our new small technologies program</p> <p>15 going forward that this program will have to</p> <p>16 go through a different type of promotion and</p> <p>17 advertising and things that we're going to</p> <p>18 make a broader group of our customers</p> <p>19 interested. In my opening, I indicated that</p> <p>20 17,000 customers have participated in the</p> <p>21 program since 2009. The small technologies</p> <p>22 program that we're looking to introduce is</p> <p>23 going to bring participation by as many as</p> <p>24 50,000 of our customers. So that program is</p> <p>25 meant to reach out beyond those that just</p>	<p>1 remember them. The one I'm more familiar with</p> <p>2 is the overall impact of all the programs.</p> <p>3 MR. JOHNSON:</p> <p>4 Q. I guess where I'd be coming from on it is if</p> <p>5 there are -- I guess what gets measured gets</p> <p>6 managed in the sense of that. I wonder could</p> <p>7 you find out when you go back to your office</p> <p>8 as to whether there is any particular targets</p> <p>9 that have been set for uptake on the</p> <p>10 residential offerings?</p> <p>11 MR. SMITH:</p> <p>12 A. By choice of program, insulation versus</p> <p>13 windows versus thermostats?</p> <p>14 MR. JOHNSON:</p> <p>15 Q. Yes, yes.</p> <p>16 MR. SMITH:</p> <p>17 A. Okay.</p> <p>18 MR. JOHNSON:</p> <p>19 Q. Have we set or established targets per year of</p> <p>20 saying this is how many people we would like</p> <p>21 to achieve or householders.</p> <p>22 MR. SMITH:</p> <p>23 A. Oh, I see what you -</p> <p>24 MR. JOHNSON:</p> <p>25 Q. You see what I'm saying?</p>
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<p>1 happen to have electric heat. You might say</p> <p>2 it's a bit of a fairness issue that all</p> <p>3 customers should have a chance to participate</p> <p>4 and you know, that's the genesis of that</p> <p>5 program where we're going. So, you might say</p> <p>6 well, that might be taking away from the</p> <p>7 insulation program, but at the same time, it's</p> <p>8 more about making a program that qualifies for</p> <p>9 all customers and you know, that's the new</p> <p>10 direction we're going in and that will have to</p> <p>11 be promoted differently and dealt with</p> <p>12 differently, yes.</p> <p>13 MR. JOHNSON:</p> <p>14 Q. Mr. Smith, are there like targets set up in</p> <p>15 terms of -- at Newfoundland Power to say look,</p> <p>16 in 2012 or 2013, we are establishing a target</p> <p>17 that we want to have X amount of our customers</p> <p>18 in the existing housing stock, for instance,</p> <p>19 take advantage of the insulation rebate, is it</p> <p>20 done like that?</p> <p>21 MR. SMITH:</p> <p>22 A. We have targets that I'm familiar with with</p> <p>23 the overall impact of all the programs.</p> <p>24 Whether we have targets at the individual</p> <p>25 program level, I suspect we do. I just don't</p>	<p>1 MR. SMITH:</p> <p>2 A. Not just gigawatt hours, you mean the number</p> <p>3 of participants more so?</p> <p>4 MR. JOHNSON:</p> <p>5 Q. Yes, yes. Particularly on the insulation and</p> <p>6 the windows.</p> <p>7 MR. SMITH:</p> <p>8 A. Okay.</p> <p>9 MR. JOHNSON:</p> <p>10 Q. That's what I was driving at there.</p> <p>11 MR. SMITH:</p> <p>12 A. Okay.</p> <p>13 MR. JOHNSON:</p> <p>14 Q. And maybe now that you understand what I was</p> <p>15 driving at, do you know now whether there's</p> <p>16 any such targets?</p> <p>17 MR. SMITH:</p> <p>18 A. Again, I don't know of targets by program for</p> <p>19 gigawatt hours or for participants.</p> <p>20 MR. JOHNSON:</p> <p>21 Q. Okay.</p> <p>22 MR. SMITH:</p> <p>23 A. But I think it's a fair assumption in the way</p> <p>24 we do this program that we would track it by</p> <p>25 those categories, so I suspect there would be</p>

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<p>1 some information available, I just don't know</p> <p>2 it.</p> <p>3 (11:45 a.m.)</p> <p>4 MR. JOHNSON:</p> <p>5 Q. Okay. So if you could undertake to provide</p> <p>6 what the targets are for those on a customer</p> <p>7 level?</p> <p>8 MR. SMITH:</p> <p>9 A. Sure.</p> <p>10 MR. JOHNSON:</p> <p>11 Q. That'll be appreciated.</p> <p>12 MR. SMITH:</p> <p>13 A. Yes.</p> <p>14 MR. JOHNSON:</p> <p>15 Q. And in terms of the impact, I think you</p> <p>16 indicated in your opening remarks regarding</p> <p>17 conservation that the customers want to</p> <p>18 conserve energy and lower their bills, and in</p> <p>19 terms of from your experience, you spoke about</p> <p>20 the small technologies being successful on the</p> <p>21 aggregate basis and that's a good thing. In</p> <p>22 terms of the ability for the customer to</p> <p>23 influence his or her own bill the most, would</p> <p>24 it be fair to say that that would be the</p> <p>25 insulation one?</p>	<p>1 keep on coming so we can see the top of the</p> <p>2 page, okay. So these are the distribution</p> <p>3 inspection standards and they're marked</p> <p>4 "draft" but I take it these are the operative</p> <p>5 ones that Newfoundland Power is using?</p> <p>6 MR. SMITH:</p> <p>7 A. Yes, they would be.</p> <p>8 MR. JOHNSON:</p> <p>9 Q. And these were issued, I see, if you go down,</p> <p>10 scroll a little bit more, issued in 2001 and</p> <p>11 just recently revised in 2010. And so have</p> <p>12 they been -- these have been used since 2001?</p> <p>13 MR. SMITH:</p> <p>14 A. This document and its predecessor documents,</p> <p>15 yeah, would be in place since the date of</p> <p>16 issue, 2001.</p> <p>17 MR. JOHNSON:</p> <p>18 Q. Okay. Now if we go over to page 12, just</p> <p>19 scroll up a little bit more, it talks about</p> <p>20 on-site repairs up at the top paragraph saying</p> <p>21 "all deficiencies shall be recorded in the</p> <p>22 distribution asset management system with the</p> <p>23 exception of minor repairs that can be</p> <p>24 completed on site and these minor repairs may</p> <p>25 be completed by the inspector during a</p>
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<p>1 MR. SMITH:</p> <p>2 A. I guess if you look at insulation by itself</p> <p>3 and you put enough of it in your house</p> <p>4 compared to what it was before, you would</p> <p>5 think that the more you put in, the more</p> <p>6 you're going to save and unlike a CFL light</p> <p>7 bulb, which the savings would be smaller, you</p> <p>8 would think that insulation would get more</p> <p>9 benefit. So I think if you assume the more</p> <p>10 you put in, the more you'll save, I think it's</p> <p>11 logical with insulation, yes.</p> <p>12 MR. JOHNSON:</p> <p>13 Q. Can I turn finally to the materials that you</p> <p>14 provided that were part of that, the missing</p> <p>15 attachment to CA-NP-88? And specifically I'm</p> <p>16 referring to the Appendix C, the details of</p> <p>17 the inspection standards.</p> <p>18 MR. SMITH:</p> <p>19 A. Yes.</p> <p>20 MR. JOHNSON:</p> <p>21 Q. And if you go in a page or two, you see the</p> <p>22 distribution -- if you could -- actually, just</p> <p>23 come back a little bit to the cover page, I'm</p> <p>24 sorry. These are -- if you could go into this</p> <p>25 one here? No, the actual cover. Okay. Just</p>	<p>1 distribution line inspection or by a line crew</p> <p>2 completing planning repairs." And then, what</p> <p>3 I would ask you there is are there any minor</p> <p>4 repairs that could be made to poles, for</p> <p>5 instance, on inspection? Is there anything</p> <p>6 that would be done as part of that process?</p> <p>7 MR. SMITH:</p> <p>8 A. With the on-site -- well, the on-site</p> <p>9 inspection is done by a person by themselves.</p> <p>10 It's a single person inspector.</p> <p>11 MR. JOHNSON:</p> <p>12 Q. Right.</p> <p>13 MR. SMITH:</p> <p>14 A. And from memory, without reading all this,</p> <p>15 what he will do is replace a guy guard, which</p> <p>16 you see here, which is pretty straightforward</p> <p>17 to do in the field.</p> <p>18 MR. JOHNSON:</p> <p>19 Q. Okay.</p> <p>20 MR. SMITH:</p> <p>21 A. But in terms of the pole itself, he would do</p> <p>22 an inspection of the pole and take samples if</p> <p>23 he needed to, but there's nothing he would do</p> <p>24 to maintain the pole.</p> <p>25 MR. JOHNSON:</p>

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<p>1 Q. Okay. And then if you come down further, it</p> <p>2 indicates that "a line crew that identifies a</p> <p>3 deficiency while completing a separate job</p> <p>4 shall report the deficiency to their</p> <p>5 supervisor." So that would be another way</p> <p>6 that the deficiency gets tracked, I take it,</p> <p>7 and that "the deficiency will be entered into</p> <p>8 the asset management system and planned</p> <p>9 repairs will be completed." In terms of the</p> <p>10 repairs that can be completed to a pole once</p> <p>11 they've been identified, either on the</p> <p>12 inspection or through the line crew</p> <p>13 identifying a deficiency, what sort of repairs</p> <p>14 would be undertaken by Newfoundland Power?</p> <p>15 MR. SMITH:</p> <p>16 A. Specific to the pole?</p> <p>17 MR. JOHNSON:</p> <p>18 Q. Yes.</p> <p>19 MR. SMITH:</p> <p>20 A. We don't have a maintenance program specific</p> <p>21 to the pole. So if we saw a pole that had a</p> <p>22 crack in it or a bend in it or we were</p> <p>23 concerned about its structural integrity, then</p> <p>24 we would replace the pole.</p> <p>25 MR. JOHNSON:</p>	<p>1 Q. So there would be no efforts taken to shore up</p> <p>2 any poles in the interim period by</p> <p>3 Newfoundland Power? Would that be correct?</p> <p>4 MR. SMITH:</p> <p>5 A. No, if a pole was in any way in jeopardy of</p> <p>6 its integrity, then you know, we would -- we</p> <p>7 would straighten a pole. If a pole was leaned</p> <p>8 bad enough that it needed to be straightened,</p> <p>9 we would straighten a pole, but other than</p> <p>10 that, if the pole is inferior, we would</p> <p>11 replace it.</p> <p>12 MR. JOHNSON:</p> <p>13 Q. Is there any -- the concept of shoring up the</p> <p>14 pole, I think there was some evidence the last</p> <p>15 day or so as to what is done in Nova Scotia in</p> <p>16 terms of elongating the length of poles, but</p> <p>17 that would not be activity that Newfoundland</p> <p>18 Power would undertake?</p> <p>19 MR. SMITH:</p> <p>20 A. Well, I wasn't here yesterday, but -</p> <p>21 MR. JOHNSON:</p> <p>22 Q. Some concept of banding the poles to make them</p> <p>23 stronger to last longer if there was a</p> <p>24 deficiency noted.</p> <p>25 MR. SMITH:</p>
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<p>1 Q. How about if the inspection showed something</p> <p>2 less significant than, you know, a crack,</p> <p>3 whether it be, you know, woodpecker damage,</p> <p>4 you name it, something on the more minor</p> <p>5 scale? Would any action be taken?</p> <p>6 MR. SMITH:</p> <p>7 A. If it was woodpecker damage, then again, it</p> <p>8 would be assessed and how many holes were in</p> <p>9 the pole and would it compromise its integrity</p> <p>10 and then a decision would be made, but you</p> <p>11 know, that's subject to each pole and the size</p> <p>12 of the woodpecker hole, I guess.</p> <p>13 MR. JOHNSON:</p> <p>14 Q. Okay. So nothing -- so essentially what</p> <p>15 you're saying is that if something is spotted,</p> <p>16 there wouldn't be anything done with the pole</p> <p>17 unless it had to be removed and then it would</p> <p>18 be a removal situation?</p> <p>19 MR. SMITH:</p> <p>20 A. Yeah. If it needed to be replaced, it would</p> <p>21 be replaced. If it didn't need to be</p> <p>22 replaced, it would stay there and continue to</p> <p>23 be monitored until such time as that it needed</p> <p>24 to be replaced.</p> <p>25 MR. JOHNSON:</p>	<p>1 A. Well, I heard a comment from yesterday that</p> <p>2 the concept of instead of replacing the pole,</p> <p>3 you install another pole adjacent to it and</p> <p>4 then you strap both of them together, that</p> <p>5 type of concept. Is that what you mean?</p> <p>6 MR. JOHNSON:</p> <p>7 Q. Yeah. So is that part of Newfoundland Power's</p> <p>8 practice?</p> <p>9 MR. SMITH:</p> <p>10 A. It's been a long time since -- the phrase</p> <p>11 would be a stubbed pole.</p> <p>12 MR. JOHNSON:</p> <p>13 Q. Okay.</p> <p>14 MR. SMITH:</p> <p>15 A. Be a long time since I've seen a stubbed pole.</p> <p>16 From our point of view, we would do it as a</p> <p>17 short term emergency repair type of scenario,</p> <p>18 that if a pole was struck by a motor vehicle</p> <p>19 and the pole was in jeopardy of falling over,</p> <p>20 that particular night a crew would come out</p> <p>21 and put a stub pole in the ground, which is a</p> <p>22 short section of pole, and they would install</p> <p>23 it and then they would strap the old pole and</p> <p>24 the new pole together so you could maintain</p> <p>25 service overnight. So while this is going on,</p>

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<p>1 the wires on top remain with electricity on</p> <p>2 them so customers aren't interrupted. So,</p> <p>3 it's a short term measure to get you through</p> <p>4 overnight the next day until you can come in</p> <p>5 and change the whole pole out with a line crew</p> <p>6 and do it properly.</p> <p>7 MR. JOHNSON:</p> <p>8 Q. Okay. Do you know whether any of your</p> <p>9 manufacturers of poles suggest any maintenance</p> <p>10 to be undertaken on poles once installed?</p> <p>11 MR. SMITH:</p> <p>12 A. Well, there are some utilities that do do a</p> <p>13 pole maintenance activity, I guess you would</p> <p>14 call it, yes.</p> <p>15 MR. JOHNSON:</p> <p>16 Q. Okay. And I guess those -- they're doing</p> <p>17 things that you are not. What would be the</p> <p>18 reason why Newfoundland Power doesn't go that</p> <p>19 option of doing the maintenance on the poles?</p> <p>20 MR. SMITH:</p> <p>21 A. Well, I guess, to decide if you're going to do</p> <p>22 a maintenance program, you need to have data</p> <p>23 analysis, statistics, cost benefits type of</p> <p>24 thing, and for utilities who would be doing a</p> <p>25 pole maintenance program, they would have to</p>	<p>1 that our temperatures are colder and for fungi</p> <p>2 and decay to occur on a pole, it needs to have</p> <p>3 a warmer temperature. You know, you need the</p> <p>4 sugar from the pole. You need oxygen. You</p> <p>5 need moisture and you need heat. And for our</p> <p>6 environment in Newfoundland, you get the first</p> <p>7 three for sure, but whether or not you get</p> <p>8 enough of the fourth one, the heat, is a</p> <p>9 factor that would make us different compared</p> <p>10 to some other utilities.</p> <p>11 MR. JOHNSON:</p> <p>12 Q. Okay. I think those are my questions for you,</p> <p>13 Mr. Smith. Thank you very much.</p> <p>14 MR. SMITH:</p> <p>15 A. Thank you.</p> <p>16 CHAIRMAN:</p> <p>17 Q. We don't have hyperactive woodpeckers, do we?</p> <p>18 MR. SMITH:</p> <p>19 A. Not that I'm aware of, sir.</p> <p>20 CHAIRMAN:</p> <p>21 Q. Who's next? I'm sorry. You are, excuse me.</p> <p>22 GREENE, Q.C.:</p> <p>23 Q. I have no questions, Mr. Chair.</p> <p>24 CHAIRMAN:</p> <p>25 Q. Anybody?</p>
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<p>1 justify that based on, you know, quantities of</p> <p>2 poles that are failing because of decay and</p> <p>3 then the cost to do the treatment and they</p> <p>4 would have to show a payback in terms of</p> <p>5 spending this money that there is a return on</p> <p>6 the investment type of thing. So that would</p> <p>7 be the type of analysis those utilities would</p> <p>8 be doing.</p> <p>9 For Newfoundland Power, we just don't see</p> <p>10 enough of that decay with the replacements</p> <p>11 that we do. When our inspectors go out in the</p> <p>12 field and look at our pole, which we do every</p> <p>13 seven years on our cycle, the number of poles</p> <p>14 that we replace in the run of a year for, you</p> <p>15 know, overall decay or deterioration would</p> <p>16 probably be a number in the range of 50, 60,</p> <p>17 70 poles and that's on a population of, you</p> <p>18 know, 200,000 poles that we have. So at this</p> <p>19 point in time, for us, you know, the economics</p> <p>20 of getting there are still questionable and</p> <p>21 would there be a payback on that investment</p> <p>22 for that type of quantity of poles that we</p> <p>23 have decay with.</p> <p>24 I guess the other thing in Newfoundland,</p> <p>25 of course, is it's, you know, pretty clear</p>	<p>1 COMMISSIONER NEWMAN:</p> <p>2 Q. No questions, thank You.</p> <p>3 CHAIRMAN:</p> <p>4 Q. No.</p> <p>5 KELLY, Q.C.:</p> <p>6 Q. No redirect, Mr. Chairman.</p> <p>7 CHAIRMAN:</p> <p>8 Q. You are relieved of your duties, sir.</p> <p>9 MR. SMITH:</p> <p>10 A. Thank you.</p> <p>11 CHAIRMAN:</p> <p>12 Q. Thank you.</p> <p>13 KELLY, Q.C.:</p> <p>14 Q. That concludes the evidence for Newfoundland</p> <p>15 Power, Mr. Chairman.</p> <p>16 CHAIRMAN:</p> <p>17 Q. So I guess we're -- what's next? What are we</p> <p>18 doing now? We're finished for today, are we?</p> <p>19 MS. GLYNN:</p> <p>20 Q. We are finished, Mr. Chair.</p> <p>21 CHAIRMAN:</p> <p>22 Q. Well, when are we reconvening? I didn't write</p> <p>23 it down, so you can tell me or tell us.</p> <p>24 MS. GLYNN:</p> <p>25 Q. We do have public presentations scheduled for</p>

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1 next Thursday, January 31st, at 10:00.  
2 CHAIRMAN:  
3 Q. Okay.  
4 MS. GLYNN:  
5 Q. Right now we have Mr. Winston Adams has  
6 notified the Board that he does want to give a  
7 presentation. We have also extended the  
8 deadline for written comments until the same  
9 date, January 31st, and then the following  
10 deadlines or the next deadline after that  
11 would be the oral argument scheduled for  
12 February 8th at 10:00.  
13 CHAIRMAN:  
14 Q. Okay. So we're adjourned until 9:00 next -  
15 MS. GLYNN:  
16 Q. 10:00 next Thursday.  
17 CHAIRMAN:  
18 Q. Oh, 10:00 next Thursday morning, the 31st of  
19 January. So thank you all very much.  
20 KELLY, Q.C.:  
21 Q. Thank you, Mr. Chairman.  
22 (UPON CONCLUSION - 11:58 a.m.)

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1 CERTIFICATE  
2 I, Judy Moss, hereby certify that the foregoing is a true  
3 and correct transcript of Newfoundland Power Inc.'s 2013  
4 General Rate Application, heard on the 25th day of  
5 January, A.D., 2013, before the Newfoundland and Labrador  
6 Board of Commissioners of Public Utilities, 120 Torbay  
7 Road, St. John's, Newfoundland and Labrador and was  
8 transcribed by me to the best of my ability by means of  
9 a sound apparatus.  
10 Dated at St. John's, Newfoundland and Labrador  
11 this 25th day of January, A.D., 2013  
12 Judy Moss

<div>#-</div> <div>#15 [1] 1:9</div> <div>#16 [1] 1:9</div> <div>-\$-</div> <div>\$1200 [2] 70:6,16</div> <div>\$250 [2] 70:7,9</div> <div>-'-</div> <div>'04 [1] 50:7</div> <div>'09 [1] 67:10</div> <div>'13 [2] 60:19,22</div> <div>'14 [3] 50:8 60:19,22</div> <div>'s [1] 90:3</div> <div>-1-</div> <div>1 [11] 9:1,2 43:23 50:7 51:5 59:2,9 64:20,22 65:7,13</div> <div>10 [6] 15:7,20 16:8 20:25 24:3 56:19</div> <div>10:00 [5] 25:2 89:1,12 89:16,18</div> <div>10:15 [1] 37:1</div> <div>10:30 [1] 48:7</div> <div>10:45 [1] 58:5</div> <div>10:50 [1] 62:12</div> <div>11 [1] 62:2</div> <div>11:28 [1] 62:13</div> <div>11:30 [1] 64:14</div> <div>11:45 [1] 77:3</div> <div>11:58 [1] 89:22</div> <div>12 [4] 56:19 60:13,20 79:18</div> <div>12-year [1] 61:3</div> <div>120 [1] 90:6</div> <div>14 [3] 5:8 17:6 52:13</div> <div>140 [4] 54:19 55:25 56:8 56:10</div> <div>145 [1] 27:4</div> <div>146 [1] 47:13</div> <div>148 [1] 26:25</div> <div>15 [2] 16:1 18:22</div> <div>150 [1] 55:19</div> <div>17 [2] 15:7 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