Q. 4.4 Burin AMR Project

Page 3 of the report states "By replacing the remaining 4,000 non-AMR meters with AMR meters and utilizing the new mobile collector technology, the average route size in Burin area will increase to approximately 3,000 meters per route. As a result, the number of meter reading routes required to read all 11,000 meters will reduce to 4 routes."

Please explain how the reading of the 4 new routes will be scheduled, including any contingencies in place to deal with a meter reader being unavailable for a regularly scheduled route.

A. The 4 new routes required to read all 11,000 meters in Burin area will be scheduled in the same manner used for all other meter reading routes.[1]

Each meter reading route is scheduled to be read each month on a set day of a nineteen-day reading cycle. If a meter reader is unavailable to read a route on the regularly scheduled day (due to illness, for example), or the route cannot be read due to poor weather, it is typically rescheduled for the next business day. The Company will reschedule a missed route up to a maximum of 3 business days beyond its regularly scheduled day, after which time readings on the route will be estimated.

Where practical, the Company will use a combination of temporary labor, employees traveling between operating areas and overtime labor to reasonably avoid estimating a scheduled meter reading route.

The 4 new routes represent a reduction from the existing 26 meter reading routes in the Burin area, which currently require 2 meter readers for 10 days of the reading cycle and 1 reader for 6 days.

[1] The Company's 2013 Metering Strategy submitted with its 2013 Capital Budget Application identified that by the end of 2017 approximately 81% of all customer meters would have AMR capability. As the Company approaches the higher penetration levels for AMR more meter reading routes will approach 100% penetration requiring fewer meter reading days in some areas.