

1 **Q. Reference: CA-NP-53, p. 1 of 2, lines 27-28: please explain whether the use of**
2 **technology will enable NP to operate with fewer employees in the Test Year than it**
3 **currently has.**
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5 A. It is not generally possible to draw a direct link between the use of technology and a
6 specific reduction in employees. Reductions in employee numbers are assessed on a
7 corporate basis in light of their possible impact on service levels.
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9 Please refer to the response to CA-NP-324 for a review of Newfoundland Power's
10 ongoing assessment of the relationship between workforce numbers and service levels.
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12 In the 2008 test year forecast, Newfoundland Power is projecting labour productivity
13 improvement of \$531,000.¹ No specific plan currently exists for how the \$531,000 (or
14 53 per cent) forecast operating labour productivity improvement will be achieved in
15 2008.² However, as stated in CA-NP-53, it has been Newfoundland Power's experience
16 that the use of technology plays a part in enabling the improvement of service with fewer
17 employees.

¹ Please see the response to CA-NP-47.

² Please see the response to CA-NP-331.