

1 **Q. Reference: CA-NP-98: please explain why the Property Specialist, Transportation**
2 **Specialist and Customer Service Coordinators, impartial (sic), need to take**
3 **vehicles home each evening?**
4

5 A. The Property Specialist¹ and Customer Service Coordinators² interact with customers on
6 a regular basis. These interactions regularly take place outside of normal working hours
7 and typically at customers' premises, to accommodate customers' personal or
8 employment commitments. The Company permits these employees to take an assigned
9 vehicle home to use for visiting customers.

10
11 Transportation Specialists are required to coordinate and supervise the maintenance of
12 the heavy duty line truck fleet that is typically performed by vehicle service centres under
13 contract with Newfoundland Power. To minimize downtime associated with vehicle
14 maintenance, much of this activity is scheduled to take place outside of normal working
15 hours so that the heavy duty line truck fleet is available during normal working hours,.
16 The Company permits these employees to take an assigned vehicle home for use in
17 connection with their employment duties.

¹ The Property Specialist interacts with customers on matters involving lands and easements.

² Customer Service Coordinators meet with customers to address such matters as high bill enquiries, energy efficiency enquiries and damage claims.