

1 **Volume 1, Section 2 – Customer Operations**

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3 **Q. Has NP undertaken a review either internally or by means of external advisors over**
4 **the period 2004 to present with a specific focus on identifying cost cutting**
5 **opportunities? Please provide any reports generated in respect of the same.**

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7 A. Since 2004, Newfoundland Power has not generated formal reports internally, and has
8 not commissioned external reports, with a specific focus on identifying cost cutting
9 opportunities.

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11 Newfoundland Power assesses opportunities for cost cutting as the opportunities are
12 identified. This process has not involved any formal studies or reports.