

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

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3 **Q. Please provide copies of all reports and studies in the possession or control of NP**
4 **pertaining to its staffing levels and/or staff productivity that has been generated**
5 **from 2004 to the present time.**

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7 A. There have been no formal studies, reviews or reports pertaining to staffing levels and/or
8 staff productivity completed by or on behalf of Newfoundland Power from 2004 to
9 present.

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11 Newfoundland Power assesses opportunities for organizational change or restructuring as
12 opportunities arise and synergies are identified. Restructuring opportunities since 2004
13 have been provided through early retirement programs, re-assignment of responsibilities,
14 and staff re-deployment. Formal studies have not been part of this process.