

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

2
3 **Q. Does NP permit any of its employees to use company vehicles for personal use? If**
4 **so, on what basis is the company compensated for the personal use of the vehicle**
5 **and please provide the number of employees (and position) to whom this benefit is**
6 **extended. Please also state how many of the employees who are currently permitted**
7 **to use company vehicles for personal use, use unmarked company vehicles. Finally,**
8 **please provide the cost justification for permitting this use of company vehicles.**
9

10 A. Attachment A contains *Newfoundland Power's Guidelines for Personal Use of Company*
11 *Vehicles.*

12
13 This policy applies to employees who use Company vehicles for stand-by purposes.
14 These employees include those who must be available to respond quickly to operational,
15 business related or customer issues outside normal working hours. Some members of
16 senior management are also provided with vehicles as part of their overall employment
17 benefits package.

18
19 See the response to CA-NP-98 for a listing of positions where the employee is permitted
20 to take home a company vehicle and whether the vehicle is marked or unmarked.

21
22 Newfoundland Power has a target of responding to 85% of trouble calls within two hours
23 of being contacted by a customer. Ensuring employees are available to respond quickly
24 to power outages enables the Company to reach this target and has supported the
25 reduction in outage duration (SAIDI) by 34% in the past 5 years.

Newfoundland Power's

Guidelines for Personal Use of Company Vehicles

In consideration of the needs and expectations of the Company's employees and customers, the following outlines the use of Company vehicles while on stand-by:

1. Any employee utilizing a Company vehicle must ensure that they **exercise diligence and discretion in all situations**. This is particularly true after normal working hours. Employees are expected to consistently act in a responsible manner in the use of Company vehicles. In making the "right" judgment on the use of Company vehicles, employees must act with customer expectations and public perception in mind. This being said, employees must never compromise the need for safety under any circumstance.
2. The use of Company vehicles for other than business purposes will be restricted to incidental usage. The judgment to have **non-employees** ride in a Company vehicle rests with the employee/Manager. The Company trusts that the appropriate decision on non-employee riders will be made in light of the particular situation, and in consideration of customer safety and expectations.
3. The final decision on whether a **vehicle is to be marked or unmarked** shall be the responsibility of the appropriate Manager. Managers will consider the particular needs of the department when making decisions to mark or unmark Company vehicles. Certain unmarked vehicles that will be utilized by employees after hours, such as General Foreperson's trucks, will be marked as emergency response vehicles. The same rules will apply to all Company vehicles, regardless of their being marked or unmarked.
4. The Company will not accept any passenger in a Company **line truck**, other than an employee. If for an on-call period employees feel they need to use a Company vehicle to meet family obligations, they should request the use of an alternate vehicle.

The Policy for stand-by vehicles places a great deal of trust in employees to be ambassadors for the Company by making the right decisions and taking appropriate actions to maintain the respect of our customers. Employees should consult with their supervisor if they need guidance and support.