

- 1 **Q. (Reference PUB-NP-001)**  
2 **a) Would the customer service specialist and all meter readers positions become**  
3 **obsolete if Newfoundland Power were to convert all metering installations to**  
4 **smart meters?**  
5 **b) Is the Director Business and Regulatory Affairs responsible for wholesale and**  
6 **retail rates and cost of service? If not, what is the Director responsible for?**  
7 **c) What is the Supervisor Cost Control responsible for?**  
8 **d) Is the Director Rates and Supply responsible for wholesale/retail rates and cost**  
9 **of service? Does this individual have 4 reports?**  
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11 **A. a) Newfoundland Power has not completed an assessment of labour requirements for a**  
12 **scenario of full implementation of Advanced Metering Infrastructure (“AMI”)**  
13 **technology in its service territory. Generally, the Company would expect its meter**  
14 **reading costs to be reduced, however, work requirements would remain for operating**  
15 **and maintaining AMI technology as well as to maintain its customer service work**  
16 **requirements. There would also be new work requirements for a capital project to**  
17 **implement AMI technology.**  
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19 **b) The Director, Business and Regulatory Affairs core responsibilities include**  
20 **management of Newfoundland Power’s customer rate filings and regulatory**  
21 **accounting requirements. This includes the preparation of the Company’s annual cost**  
22 **of service study and managing potential revisions to the wholesale rate from**  
23 **Newfoundland and Labrador Hydro.**  
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25 **The Director, Rates and Supply core responsibilities include the management of the**  
26 **Company’s Customer, Energy and Demand forecast, electricity system planning,**  
27 **reliability of supply, and management of Newfoundland Power’s load research and**  
28 **rate design review projects. The Director, Rates and Supply has four direct reports.**  
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30 **c) The Supervisor, Cost Control is a position in the Finance Department that is**  
31 **responsible for operating and capital cost accounting work requirements.**  
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33 **d) See part b).**