

1 **Section 2: Customer Operations/Operating Costs**
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3 **Q. Volume 1, Section 2, page 2-34, lines 9-11 and Additional Information, PUB**
4 **Information Request (ii), Schedule B, Attachment 5, page 1 of 1. Newfoundland**
5 **Power states that Operating labour costs are an indicator of efficiency in its day-to-**
6 **day operations. Operating labour has increased by \$3.29 million (8.5%) in the 2025**
7 **Forecast as compared to the 2023 test year, and an additional increase of \$1.08**
8 **million between the 2025 Forecast and the 2026 Forecast. Please explain how**
9 **efficiency is demonstrated in labour costs given this increase.**

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11 A. For a comprehensive discussion on how efficiency is demonstrated in the Company's
12 operating labour costs, see the response to Request for Information PUB-NP-017.