

1 **Q. Re AMR Project, Tab 4.3 (at p. 3)**

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3 **What are the operational assumptions being made by NP that lead it to conclude**
4 **that there shall be savings of \$49,800 per year for this project?**

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6 A. Operational savings are anticipated through a reduction of 10 meter reading days per
7 month, as well as savings in customer service functions associated with these meters.

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9 The routes identified in the 2011 AMR are currently read manually by meter readers over
10 ten days each calendar month. After installation of the AMR meters, these areas will no
11 longer require manual reading and the reads will be collected automatically by readers
12 reading neighbouring meter reading routes. 97% of the \$49,800 in savings per year is
13 associated with labour and vehicle expenses which will not be incurred due to the
14 elimination of these ten meter reading routes.

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16 The remaining 3% of savings is associated with contact centre labour related to meter
17 reading estimates. With AMR technology there will be fewer meter reading estimates
18 due to inaccessible meters. It is assumed this will result in fewer customer inquiries to
19 the contact centre and less time spent resolving billing issues for customers and checking
20 estimated bills before they are released.