

1 Q. **Reference: NP-NLH-043, Issue Topic: Rural Deficit.**

2 Please provide FTEs by year from 2019 to 2027 test year for (i) call center operations positions
3 and (ii) meter reading positions.

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6 A. Please refer to NP-NLH-138, Attachment 1.

Newfoundland and Labrador Hydro
Breakdown of Full-Time Equivalents by Business Unit

Position Title	2019 Test Year	2019 Actual	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual	2025 Actual	2026F Budget	2027 Test Year
Customer Serv Representative	7.7	7.0	6.5	6.9	7.8	9.8	9.2	9.4	7.8	7.8
Lead Customer Services Rep	1.0	0.8	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Supervisor III, Customer Care		0.4	1.0	1.0	0.9	1.0	1.0	1.0	1.0	1.0
Mgr, Customer Service	1.0	0.1	1.0	1.0	1.0	1.0	0.9	0.9	1.0	1.0
Total Customer Service Center Operations	9.7	8.3	9.5	9.9	10.7	12.8	12.1	12.3	10.8	10.8
Meter Reader/Collector	7.0	5.0	5.0	5.2	6.9	7.7	6.7	5.8	6.0	6.0
Part Time Meter Reader/Collector	2.1	3.8	4.1	3.5	1.5	1.3	1.6	0.6	3.2	3.2
Piecework Meter Readers	0.9	0.8	0.9	0.7	0.3	0.2	0.2	0.2	0.4	0.4
Relief Meter Reader	1.2	1.7	0.9	0.9	0.9	0.6	0.3	0.1	1.0	1.0
Total Meter Reading Positions	11.2	11.4	10.9	10.3	9.5	9.8	8.7	6.7	10.5	10.5