

1 **Q. Regarding the response to PUB-NP-010, please list all operating costs included in**  
2 **the performance measure “Controllable Operating Cost per Customer”. Are labour**  
3 **costs included? Are overtime labour costs included? Are purchased power costs and**  
4 **fixed costs such as finance charges and depreciation included? As possible, please**  
5 **use the same cost categories as shown in Exhibit 2: Operating Costs by Breakdown**  
6 **(2015-2020F).**

7  
8 A. Controllable operating costs referenced in the response to Request for Information  
9 PUB-NP-010 largely reflect costs detailed in *Exhibit 2 – Operating Costs by Breakdown:*  
10 *2015 to 2020F.*<sup>1</sup>

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12 Operating costs in *Exhibit 2 – Operating Costs by Breakdown: 2015 to 2020F* that are  
13 excluded from the Company’s calculation of controllable operating costs include:  
14 (i) costs related to regulatory assessments which are included in *Taxes and Assessments*  
15 and (ii) costs related to employee severance which are included in *Severance & Other*  
16 *Employee Costs*. These costs are considered to be beyond the short-term control of  
17 management.

18  
19 Purchased power costs and fixed costs such as finance charges and depreciation are not  
20 considered operating costs and are, therefore, not included in the Company’s calculation  
21 of controllable operating costs.

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<sup>1</sup> *Exhibit 2 – Operating Costs by Breakdown: 2015 - 2020F* is provided in Volume 1 of the Company’s  
2019/2020 General Rate Application.