

1 Q. **Reference: Volume I, Schedule B-II, Issue Topic: Operating Efficiencies**

2 Please breakdown the Regulatory, Customer Service and Energy Optimization amount for the
3 years 2019 to the 2027 test year as well as the 2019 test year between each separate
4 department.

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7 A. Please refer to NP-NLH-048, Attachment 1.

Newfoundland and Labrador Hydro
Total Operating Expenses by Department - Regulatory, Customer Service and Energy Optimization
(\$000)¹

	2019	2019	2020	2021	2022	2023	2024	2025	2026	2027
Test Year	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Forecast	Test Year
Regulatory	4,930	4,062	4,171	2,561	2,777	3,034	3,995	4,018	3,611	4,679
Customer Service	5,739	6,081	8,125	4,696	4,721	7,641	5,595	5,757	5,896	6,010
Energy Optimization	510	343	235	614	359	460	637	574	867	972
Total	11,178	10,486	12,531	7,872	7,857	11,135	10,228	10,349	10,374	11,661

¹ Numbers may not add due to rounding.