
ELECTRIC GENERAL RATE APPLICATION 2015**Manitoba Hydro Undertaking #36****Manitoba Hydro to provide actual vacancy percentage for 2014/2015.****Response:**

The actual vacancy factor for 2014/15 is 5.5%, excluding the Customer Service & Distribution Business Unit the actual vacancy factor for 2014/15 is 4.6%. This is a reduction of 3.5% as compared to the actual vacancy factor of 8.1% in 2013/14 and reflects the impacts of the cost containment efforts undertaken by the corporation including a reduction of operational positions.

The Customer Service & Distribution Business Unit was higher for 2014/15 than the overall corporate rate of 4.6% as a result of extenuating circumstances which are outlined as follows:

- Uncertainty with respect to the impacts of district consolidation and therefore positions left vacant until requirements were fully understood;
- Several trade positions not filled due to difficulty finding qualified applicants (reflective of losing experienced senior staff due to retirements). As a result, Manitoba Hydro contracted MHUS and other third party contractors to perform essential street lighting maintenance and meter exchanges;
- Several gas trade positions not filled as the annual recruitment process was delayed. The gas positions have since been hired and are in place for the 2015/16 fiscal year.