

October 31, 2020

2021 GENERAL RATE APPLICATION  
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**Undertaking #42**

MPI to determine the average time it would take an employee to perform the calculation with respect to a fleet as to whether a surcharge or a rebate ought to be applied, and the amount of that surcharge or rebate.

**RESPONSE:**

Approximately 3,000 fleet assessments are conducted per year. The time it takes an MPI employee to perform the calculation of a fleet rebate or a surcharge is estimated to be approximately 19 minutes. However, the actual time to perform the calculation will vary depending on the fleet customer and the complexity of the assessment. The calculation represents a couple of steps of the overall fleet assessment process. On average the entire process takes MPI approximately 15 days from beginning to end, as the remaining steps involve other manual tasks such as seek for assessment approvals, review and print cheques, print annual assessment packages, edit correspondence.