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Witness: Brendan J. O'Brien, Garrett J. Murray, Leanne M. Landry and John G. Griffin
Request from: Office of Consumer Counsel

Question:

Robotic Process Automation Cost Savings. Refer to the response to EOE-029. Did the implementation of the Robotic Process Automation reduce base distribution labor as it automated a time consuming process? If so, please quantify the savings reflected in the rate year and the specific schedules where the savings are reflected. If not, explain why not.

Response:

Robotic Process Automation (RPA) is highly effective because it automates repetitive, rules-based tasks, improving speed, accuracy, consistency, and productivity while reducing the risk of human error. However, successful RPA initiatives do not necessarily lead to employee reductions. Instead, organizations often redeploy employees from manual, transactional activities to higher-value work such as analysis, customer engagement, process improvement, decision-making, and innovation. As businesses grow, automation can also help absorb increasing workloads without requiring proportional increases in staffing, allowing employees to focus on more strategic responsibilities.

In this case, RPA served as a tool that augmented the workforce rather than replacing it, enabling the Company to improve operational performance while enhancing employee contributions and job satisfaction.