

- 1 Q. Please provide a list of the major systems used by Customer Service including a
 2 description of the purpose of each system.
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 5 A. Table 1 lists the major systems that Hydro utilizes in providing customer service.

Table 1: Major Systems – Customer Service

Major Systems	Vendor	Description
Utiligy 360	Denovo	Is a module of JDE Enterprise One that is used by Customer Service as the customer information system (CIS) and to facilitate data transfer to/from JDE Enterprise One.
JDE Enterprise One	Denovo	Is the corporate enterprise resource planning system that contains all data used to operate the business. Customer Service is a user/customer of Nalcor for this system.
Command Center	Landis & Gyr	Is the platform used to retrieve automated meter data used in Utiligy 360 for customer billing.

Major Systems	Vendor	Description
Automated Meter Reading (AMR)	Landis & Gyr	Hydro uses a Landis & Gyr power line carrier technology to retrieve customer metering data for approximately 22,000 of its 39,000 customers (56%). Of the 22,000 automated meters, approximately 7,500 are capable of recording interval metering data.
Radix	Elecsys	Is the manufacturer of Hydro's handheld meter reading devices that are used by personnel in the field for recording manual meter data. The Radix devices are interrogated via telephone/modem communications by billing personnel at Hydro Place.
Cisco Call Manager	Cisco	Is the toll-free telephone system used for all customer inquiries and power outage reporting received by Hydro during regular Monday to Friday work hours. Customer Service is a customer of this system that is operated and maintained by Hydro's Network Services Department.
MV-90	iTron	Is an application that is used to remotely interrogate Hydro's wholesale (bulk) meter points and industrial customer metering.

Major Systems	Vendor	Description
MV-PBS	iTron	Is an application used to perform industrial customer power billing.
myNLhydro	Smart Utility Systems	Is an application (hosted by Smart Utility Systems) that enables customers to log in to review their energy and billing history via internet or mobile devices. Customers can also sign up for account and outage alerts.
Power outage calls (after hours)	Telelink	Is an external call centre used by Hydro for after-hours power outage and emergency reporting.
Annual Customer Surveys	MQO	Annual customer satisfaction surveys are performed by an external service provider.
Transactional customer surveys	Touchlogic	Is an external provider that facilitates transactional customer surveys to customers who have had recent interactions with Hydro's Customer Service Department. These occur at two weeks intervals.
Quality Management System (QMS)	Measurement Canada	Hydro maintains a Measurement Canada accredited revenue metering department that operates pursuant to the <i>Electricity and Gas Inspection Act</i> and the <i>Weights and Measures Act</i> .

Major Systems	Vendor	Description
Revenue Meter Test Boards	Power Measurement Technologies Inc.	Hydro maintains two test boards that are used to test, verify, and calibrate revenue metering devices pursuant to the Electricity and Gas Inspection Act and the Weights and Measures Act.
Isolated Systems Community Energy Efficiency Program	Summerhill	Hydro's uses an external service provider to perform the direct installation of energy efficiency products for customers serviced from its isolated diesel systems.