

- 1 **Q. Page 2-11, Table 2-4: Are any costs related to the assessment of the Customer**
2 **Service System replacement included in the 2019-2020 forecast revenue**
3 **requirements.**
4
- 5 A. Yes, the costs related to assessing Newfoundland Power’s customer service delivery
6 function and underlying technology, as shown in Table 2-4 on Page 2-11, are included in
7 the Company’s 2019 and 2020 forecast revenue requirements.
8
- 9 More information on these costs is provided in the responses to Requests for Information
10 PUB-NP-008 and PUB-NP-016.