

1 **Q. (Reference Application Schedule B, page 84 of 98) For the Personal Computer**  
 2 **Infrastructure (Pooled) project, how does the achievement of a 5-year lifecycle for**  
 3 **PCs before replacement compare to experience elsewhere? Please provide**  
 4 **comparative industry figures for such replacement. What was the warranty period**  
 5 **for each computer to be replaced? Who is the service provider for these computers?**  
 6 **Please provide evidence from an expert opining that these computers require**  
 7 **replacement.**

8  
 9 A. Newfoundland Power's experience of a 5-year lifecycle for personal computers is  
 10 comparable to experience elsewhere.

11  
 12 Table 1 summarizes the average life of personal computers as published by Gartner Inc.,  
 13 a leading advisor in global information technologies.<sup>1</sup>

**Table 1**  
**Average Life of Personal Computers**

Device Type	Average Life
Desktop <sup>2</sup>	4.5 Years
Notebook <sup>3</sup>	3 Years
Fixed performance workstations	3 Years
Mobile performance workstations	3 Years
Tablets	3 Years
<b>Average</b>	<b>3.3 Years</b>

14 Newfoundland Power purchases personal computers with 4-year warranties.

15  
 16 The manufacturers of personal computers vary by work function. Hewlett Packard is the  
 17 current manufacturer of desktop and laptop computers. Panasonic is the current  
 18 manufacturer of mobile computers that are deployed in heavy fleet vehicles.

19  
 20 Newfoundland Power's determination that computers require replacement is based on  
 21 consideration of the reliability experienced by employees throughout its service territory  
 22 and industry guidance on optimal technology lifecycles. As such, the Company does not  
 23 have evidence from an expert opining that these computers require replacement.

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<sup>1</sup> See *Use These Recommended Life Spans to Guide Mobile, PC and other Device Replacement Strategies*,  
 Gartner Inc., September 5, 2019.

<sup>2</sup> Includes all-in-one computers.

<sup>3</sup> Includes two-in-one and mobile thin-client computers.