

- 1 **Q. Has NP carried out a Net Present Value Analysis of the CIS proposed by EY? If not,**
2 **why not? If so, please file a copy for the record.**
3
- 4 A. No, Newfoundland Power has not carried out a Net Present Value (“NPV”) analysis of
5 the CIS proposed by EY.
6
- 7 Newfoundland Power conducts NPV analyses when multiple alternatives exist in order to
8 determine which alternative is least-cost for customers. In this case, replacement of CSS
9 with a modern Customer Information System is the only viable alternative to ensure
10 continuity in Newfoundland Power’s customer service delivery. An NPV analysis was
11 therefore not required.