

1 **Q. Reference: “2021 Capital Budget Application,” Newfoundland Power, July 9, 2020,**
 2 **Volume 1, Customer Service Continuity Plan at p.3**

3
 4 **Please provide details on capital and operating costs incurred related to the**
 5 **Customer Service system for the last five years.**

6
 7 A. Table 1 provides a breakdown of capital costs incurred related to the Customer Service
 8 System (“CSS”) for the last 5 years.

Table 1
Customer Service System
Capital Costs
(\$000s)

	2015	2016	2017	2018	2019
Labour – Internal	478	371	287	482	382
Material	388	0	0	69	25
Total	866	371	287	551	407

9 Annual capital costs for CSS over the last 5 years have primarily been driven by
 10 enhancements to improve system functionality. Capital costs in 2015 included upgrades
 11 to underlying system software¹ and hardware.²

¹ In 2015, Newfoundland Power completed upgrades to programming languages, database management software, and server operating system underpinning CSS. See the Company’s 2015 Capital Budget Application, Report 6.2 2015 System Upgrades, page 2.

² In 2015, Newfoundland Power completed upgrades to the shared server infrastructure that underpins CSS. See the Company’s 2015 Capital Budget Application, Report 6.3 2015 Shared Server Infrastructure, pages 1 to 2.

1 Table 2 provides a breakdown of operating costs incurred related to the CSS for the last 5
2 years.³

Table 2
Customer Service System
Operating Costs by Breakdown
(\$000s)

	2015	2016	2017	2018	2019
Labour	518	631	592	504	540
Computing Equipment & Software	176	144	150	160	172
Total	694	775	742	664	712

3 Operating costs include internal labour from Newfoundland Power's Information
4 Services and Customer Relations departments to support CSS. Computing Equipment
5 and Software costs include third-party support for underlying technology components,
6 such as the server operating system and hardware.

³ Table 2 does not include the one-time planning and assessment costs relating to the Customer Service System Replacement project, as described in Newfoundland Power's 2019/2020 General Rate Application. Table 2 also does not include costs related to customer bill production, such as printer maintenance and the Planetpress bill production software. These bill production costs would continue to be incurred upon replacement of the Customer Service System.