

1 **Q. Appendix B to the June 2018 Report provides results of a survey of users from NP's**  
 2 **team that has been examining CSS options. This Technical Adequacy Questionnaire**  
 3 **covered 29 items related to business risk where responses were indicated using a 1 to**  
 4 **5 scale (inadequate to good).**

5  
 6 **a) Only one feature registered an average score value below 2 on the 1 to 5 scale.**  
 7 **That was with respect to “Ease of Introducing Products/Services**  
 8 **Enhancements”. How crucial is the need to add enhancements? What major or**  
 9 **crucial enhancements does NP anticipate adopting in the next five years and**  
 10 **would it be feasible to add those specific enhancements? Are enhancements**  
 11 **needed to provide customers with the current standard of service?**

12  
 13 **b) Only two features were between 2.0 and 2.7. One of them was “Interfaces,”**  
 14 **which was assessed at 2.2. Does NP anticipate any new crucial applications**  
 15 **with which the system will have to interface? Without interfaces with new**  
 16 **applications, can NP provide customers with the current standard of service?**

17  
 18 **c) The other feature assessed between 2 and 2.7 was “Portability” which also was**  
 19 **a 2.2. Does this limited portability constrain NP from providing its customers**  
 20 **with the current standard of service?**

21  
 22 **d) The other 26 features all attain values of 2.7 or better on the 1 to 5 scale. An**  
 23 **overwhelming majority (22) score at or above 3 with ten being higher than 4.**  
 24 **Do these results not indicate that business risk is entirely manageable,**  
 25 **especially with regard to maintaining the current standard of service?**

26  
 27 **A. a) Customers’ service expectations evolve over time. Enhancing the programs and**  
 28 **services available to customers is crucial to continuously meeting customers’**  
 29 **service expectations.**

30  
 31 For example, customers can visit Newfoundland Power’s website to request or  
 32 change services, view outages and more. This website was not available to  
 33 customers 20 years ago, but is now the most frequently used communication  
 34 channel among customers.<sup>1</sup> Enhancements to CSS were necessary to deliver the  
 35 current website functionality provided to customers.

36  
 37 Newfoundland Power has identified potential enhancements to its service delivery  
 38 and developed a framework for assessing those enhancements over the short,  
 39 medium and longer term. Each of these enhancements will be assessed within 5  
 40 years of implementing a modern system to understand the potential costs and  
 41 customer benefits. A complete list of the enhancements identified is provided as  
 42 Attachment B to Newfoundland Power’s *Customer Service Continuity Plan*.

---

<sup>1</sup> See the 2021 Capital Budget Application, Volume 1, Customer Service Continuity Plan, page 3, Figure 1.

- 1           b) No, Newfoundland Power does not anticipate the need for new crucial applications  
2           to interface with CSS prior to system replacement.  
3

4           However, upgrades to existing applications would change how those applications  
5           interface with CSS.<sup>2</sup> Maintaining interfaces between CSS and existing  
6           applications, such as the customer website, is necessary to continue providing  
7           customers with the current standard of service.  
8

- 9           c) No, limited portability does not constrain Newfoundland Power from providing its  
10          customers with the current standard of service.  
11

- 12          d) No, these results do not indicate that the business risk is entirely manageable. The  
13          survey results indicate significant limitations with CSS, including an inability to  
14          evolve with customers' changing service expectations.  
15

16          Additionally, the Technical and Functional Survey was 1 of several inputs used by  
17          EY in conducting its 2018 risk assessment. Other inputs include, as examples,  
18          vendors' product roadmaps, market shares, and available postsecondary programs.  
19          Each of these inputs informed EY's assessment that the risks facing CSS are  
20          increasing and modernization options should be explored.

---

<sup>2</sup> As examples, Newfoundland Power has proposed system upgrades to its customer website and Outage Management System for 2021. These system upgrades would require assessing and potentially redesigning how these applications interface with CSS.