

- 1 **Q. (Reference Application, 2023 Capital Budget Overview, Appendix E, pages 4**
2 **and 5) Will the new customer service system provide a seamless interface with**
3 **AMI (advanced metering infrastructure)?**
4
- 5 A. Newfoundland Power's new Customer Information System ("CIS") will have the
6 functionality to use meter reading data captured from Advanced Metering Infrastructure
7 ("AMI") to calculate customer bills using the Company's current customer rate
8 structures.¹ Any integration and configuration requirements to implement AMI
9 technology, including communication with the Company's CIS, would depend on the AMI
10 solution being implemented.²

¹ The volume of data captured by AMI technology is much greater than what is captured by the Automated Meter Reading technology currently used by Newfoundland Power. A CIS does not need to process this volume of information to calculate the energy charges for customer billing purposes using the Company's current rate structures, which do not include time-of-use rates.

² For example, an AMI implementation would include a Meter Data Management System to process and archive the high volume of data received from the AMI meters. This system would need to communicate with the Company's CIS to provide data required for customer billing purposes.