

Schedule B 2025 Capital Projects and Programs Over \$750,000

Q. Page 105, Application Enhancements. Please provide additional detail on the upgrades that will be made to the takeCHARGE website and how they will improve customer access to information.

A. The takeCHARGE website serves as the primary communication channel for takeCHARGE programs and customer education initiatives. The takeCHARGE website received over 661,000 visits in 2022 and over 643,000 visits in 2023.

Enhancements to the takeCHARGE website ensure customers continue to have access to up-to-date information on energy efficiency and electrification education, available programs, and other relevant resources. Examples of enhancements that improve customer access to information on the takeCHARGE website are: (i) new energy efficiency program and pilot webpages; (ii) energy efficiency and electrification education webpages, such as those promoting low or no cost savings tips; and (iii) accessibility features to ensure inclusive access to the webpage for all customers.

Website updates planned for 2025 include enhancing or adding information relating to maintenance and operation of heat pumps, portable heat pumps, information for customers with low income and renters, and additional resources for municipalities. These continued enhancements will improve the information available to customers through their preferred channel.

Enhancements and additions to the takeCHARGE website and other applications/systems are consistently part of Newfoundland Power’s annual capital budget. Table 1 outlines the capital expenditures related to enhancement and additions to the takeCHARGE website and associated tracking systems from 2020 to 2023.¹

Table 1: takeCHARGE Website and Systems Capital Expenditures (\$000s)	
Year	Capital Expenditures
2020	57
2021	41
2022	72
2023	61

¹ See Newfoundland Power’s *2023 Conservation, Demand Management and Electrification Report*, page 10.