

1 **Section 2: Customer Operation/Operating Costs**
2

3 **Q. (Section 2, page 2-1) Customer Information System**

- 4 a) **What was the final cost of the new customer information system and how does it**
5 **compare to the original budget estimate?**
6 b) **Is the new customer information system operating without glitches?**
7 c) **Is the new customer information system currently being used to bill customers?**
8 d) **Is it anticipated that the new customer information system will provide**
9 **continuity in customer service delivery over the longer term, but not the shorter**
10 **term? Why?**
11 e) **Will the new customer information system result in cost savings for customers?**
12 f) **What is the expected life of the new customer information system?**

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14 A. a) See response to Request for Information PUB-NP-016, part a).

15
16 b) The new Customer Information System (“CIS”) is operating without any major
17 defects.

18
19 c) Yes, the new CIS is being used to bill customers.

20
21 d) The new CIS provided service continuity upon implementation. The new CIS will
22 allow continuity over the longer term as was indicated in Newfoundland Power’s
23 *Customer Service Continuity Plan*.¹

24
25 e) See response to Request for Information PUB-NP-016, part c).

26
27 f) The expected service life of the new CIS is 18 years, as reflected in the *2019*
28 *Depreciation Study*² and approved during the *2022/2023 General Rate Application*.³

¹ See Newfoundland Power’s *2021 Capital Budget Application, Customer Service Continuity Plan*, page 16, lines 3 to 9.

² The Gannett Fleming *2019 Depreciation Study* was filed in *Volume 3, Expert Evidence, Tab 1*, as part of the Company’s *2022/2023 General Rate Application*.

³ See Board Order No. P.U. 3 (2022), pages 12 and 13.