

1 **Q. (Reference PUB-NP-016) What expanded capabilities are provided by the new**  
2 **customer service system relative to the old customer service system?**

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4 A. As stated in the response to Request for Information PUB-NP-016, the Customer  
5 Information System (“CIS”) project was justified on providing service continuity and  
6 maintaining current levels of service efficiency. The *Customer Service Continuity Plan*  
7 filed as part of Newfoundland Power’s *2021 Capital Budget Application* outlined several  
8 benefits to implementing a modern CIS.<sup>1</sup>

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10 By addressing both functional and technical risks that faced the previous system, the new  
11 CIS ensures continuity in service delivery over the long term. This stability is necessary  
12 for maintaining consistent customer interactions.

13  
14 The new CIS enhances efficiency in customer service delivery through various  
15 enhancements. These include;

- 16  
17 • **Process Automation:** Customers transferring services no longer need to reset  
18 various programs they are signed up for.
- 19  
20 • **Unified Messaging:** Workflows and scripts provide consistent messaging across  
21 all channels (e.g., start, stop, and transfer services).
- 22  
23 • **Expanded Self-Service Options:** Multiple profiles can access the same account  
24 information.
- 25  
26 • **360-Degree Customer View:** Employees gain better information to efficiently  
27 respond to customer inquiries.
- 28  
29 • **Future Enhancements:** The modern CIS lays the groundwork for real-time  
30 customer account information, proactive notifications, and flexible account  
31 management options.

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33 These enhancements collectively contribute to an improved overall customer experience  
34 and align with Newfoundland Power’s commitment to providing quality service to  
35 customers.

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<sup>1</sup> See Newfoundland Power’s *2021 Capital Budget Application, Volume 1, Customer Service Continuity Plan*, pages 16 to 19.