

1 **Section 2: Customer Operations/Operating Costs**  
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3 **Q. Reference: “2025/2026 General Rate Application,” Newfoundland Power Inc.,**  
4 **December 12, 2023, vol. 1, Evidence, sec. 2.4.1, p. 2-33, Table 2-7.**

5 **Please provide a detailed breakdown and explanation of all costs included in the**  
6 **category of Information Systems by year for 2022 to 2026 Forecast including 2023**  
7 **Actuals and 2022 and 2023 Test Years.**

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9 **A. See Attachment A for the requested information.**

**Information Systems**  
**2022 to 2026 Forecast**

**Newfoundland Power Inc.**  
**Information Systems Operating Costs**  
**2022 to 2026 Forecast**  
**(\$000s)**

	2022TY	2023TY	2022A	2023A	2023F	2024F	2025F	2026F	
Regular and Standby	2,729	2,903	2,470	2,509	2,337	2,352	2,445	2,552	
Temporary	21	22	89	187	33	34	35	37	
Overtime	57	59	97	125	86	89	93	97	
<b>Total Labour</b>	<b>2,807</b>	<b>2,984</b>	<b>2,656</b>	<b>2,821</b>	<b>2,456</b>	<b>2,475</b>	<b>2,573</b>	<b>2,686</b>	1
Operating Materials	97	98	70	92	71	72	73	74	2
Travel	41	42	39	84	39	40	41	41	3
Tools and Clothing Allowance	1	1	-	4	-	-	-	-	3
Miscellaneous	25	26	16	12	16	16	17	17	3
Education, Training and Employee Fees	28	28	45	50	45	46	47	48	3
Other Company Fees	232	310	419	545	594	936	951	967	4
Equipment Rental and Maintenance	221	276	167	233	169	172	175	177	5
Telecommunications	185	188	224	199	226	230	234	238	6
Postage	-	-	-	1	-	-	-	-	3
Computing Equipment and Software	2,770	3,358	2,794	3,569	3,648	4,185	4,613	4,902	7
<b>Total Other</b>	<b>3,600</b>	<b>4,327</b>	<b>3,774</b>	<b>4,789</b>	<b>4,808</b>	<b>5,697</b>	<b>6,151</b>	<b>6,464</b>	
<b>Total</b>	<b>6,407</b>	<b>7,311</b>	<b>6,430</b>	<b>7,610</b>	<b>7,264</b>	<b>8,172</b>	<b>8,724</b>	<b>9,150</b>	

<sup>1</sup> Labour costs associated with operating and maintaining the Company's information systems.

<sup>2</sup> Operating materials primarily includes supplies required for technology support.

<sup>3</sup> Travel, training and other miscellaneous costs associated with maintaining the Company's information systems.

<sup>4</sup> External consultant costs, such as for cybersecurity and application management support.

<sup>5</sup> Equipment Rental/Maintenance includes hardware support and maintenance agreements.

<sup>6</sup> Telecommunications costs include monthly fees related to the Company's wide-area network, telephones, internet and mobility.

<sup>7</sup> Annual licensing and support for third-party software.