

1 **SECTION 2: CUSTOMER OPERATIONS/OPERATING COSTS**
 2

3 **Q. Reference: PUB-NP-022**

- 4 a) For each cost category within computing equipment and software listed in
 5 Attachment A, please provide an explanation of the types of costs included in
 6 each line and how they are allocated to each category.
 7 b) Further to part a), please provide a detailed breakdown of the computing
 8 equipment and software costs by software application/hardware/vendor and
 9 explain the drivers for increases in costs from the 2023 Test Year to the
 10 2026 Test Year in the following categories:
 11 i) Infrastructure and Network Management;
 12 ii) Cybersecurity Management;
 13 iii) Customer Service Software;
 14 iv) Business Back Office Software; and
 15 v) Operations and Engineering Software.
 16 c) In its response to PUB-NP-022, Newfoundland Power states “Other company
 17 fees primarily relate to the *Customer Information System* and security
 18 information and event management.” In a format similar to Table 1 provided in
 19 the response to NLH-NP-028, please provide the specific costs associated with
 20 each component and explain the nature of these expenditures.
 21
 22 A. a) See the response to Request for Information PUB-NP-140, part e).
 23
 24 b) See the response to Request for Information PUB-NP-140, part e).
 25
 26 c) Table 1 provides the requested breakdown of the increase in Other Company Fees
 27 from the 2023 test year to 2026 forecast.

Table 1:
Other Company Fees
2023 Test Year to 2026 Forecast
(\$000s)

Description	Amount
Customer Information System ¹	250
Security Information and Event Management ²	207
Total	457

¹ Newfoundland Power has engaged a third party with the required expertise for operational management of the Company's new Customer Care & Billing System.

² Newfoundland Power has engaged a third party for its security information and event monitoring to provide 24/7 monitoring of its systems to reduce the Company's cybersecurity risks. See the response to Request for Information PUB-NP-023.