

1 **Section 2: Customer Operations/Capital Expenditures**
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3 **Q. Volume 1, Section 2, page 2-37, Table 2-10 and page 2-38, lines 11-13. It is stated**
4 **that Information systems capital expenditures are forecast to decline due to the**
5 **conclusion of the Customer Service System Replacement project in 2023. This is**
6 **correct when comparing the 2023 forecast to the 2024 forecast, the expenditures**
7 **have decreased by \$6.8 million. However, this category increases by \$4.8 million**
8 **when comparing the 2024 forecast to the 2025 forecast and \$3.4 million when**
9 **comparing the 2024 forecast to the 2026 forecast. Please explain the reasons for**
10 **increases in the 2025 and 2026 forecasts.**

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12 A. The increases in planned capital expenditures in the Information Systems asset class in
13 2025 and 2026 are primarily attributed to the requirement for more frequent software and
14 hardware upgrades to manage cybersecurity risks and to meet vendor requirements.
15 Forecast expenditures also include upgrades to the Company’s Geographic Information
16 and Outage Management systems, and the replacement of the Company’s Asset
17 Management system.¹

¹ See response to Request for Information PUB-NP-045, Attachment A, page A-23.