

- 1 **Q. (page 2-12 lines 1 to 4) The assessment of the Customer Service System is estimated**  
2 **to cost \$1.3 million over the 3 year period from 2018 to 2020. Please provide a rough**  
3 **estimate of the expected cost of the Customer Service System itself.**  
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- 5 A. The cost of replacing Newfoundland Power’s Customer Service System will depend on  
6 the technology selected and the associated implementation requirements. It is expected  
7 that these costs will be detailed in a proposal included within the Company’s *2021*  
8 *Capital Budget Application*.  
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- 10 Newfoundland Power has included \$30 million in its 2019 Capital Plan for replacing its  
11 Customer Service System.<sup>1</sup> This estimate is based on the average cost of replacing a  
12 Customer Service System for utilities that are similar in size to Newfoundland Power.<sup>2</sup>  
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- 14 More information on the Company’s plan for replacing the 25-year-old system can be  
15 found in response to Request for Information PUB-NP-008.

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<sup>1</sup> The Company’s 2019 Capital Plan, filed with its *2019 Capital Budget Application*, includes \$5 million in 2021, \$12 million in 2022, and \$13 million in 2023 for replacement of the Customer Service System. See page A-9 of the 2019 Capital Plan.

<sup>2</sup> See response to Request for Information PUB-NP-008, Attachment A, page 11.