

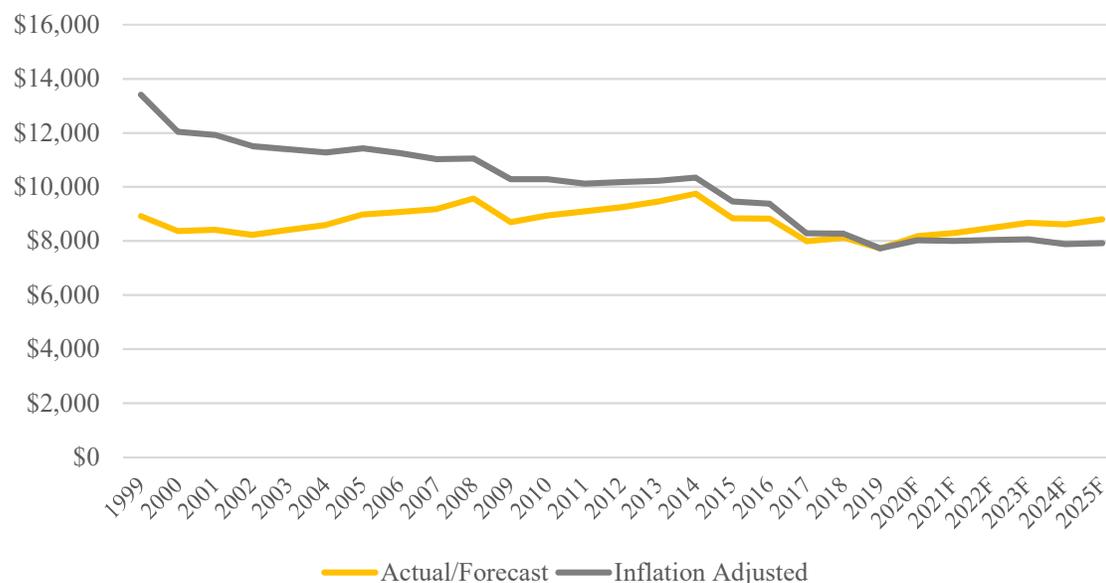
1 **Q. (Reference Application, Customer Service Continuity Plan, Figure 2, page 4) Please**  
 2 **extend Figure 2 to show forecast customer service costs with and without the**  
 3 **proposed CSS in the years 2020 through 2030.**  
 4

5 A. Newfoundland Power does not develop operating cost forecasts over 10-year time  
 6 horizons, including forecast customer service costs.  
 7

8 Furthermore, the Company's Customer Service System ("CSS") was implemented in  
 9 1993 and cannot be extended to operate until 2030. A comparison of forecast customer  
 10 service costs with and without the proposed CSS to 2030 is therefore not available.  
 11

12 Figure 1 provides customer service costs from 1999 to 2025 forecast.<sup>1</sup>

**Figure 1:  
 Customer Services Costs  
 (1999-2025 Forecast)**



13 Newfoundland Power forecasts to provide customer service at a lower total cost in 2025  
 14 than in 1999. Customer service costs are forecast to be 1% lower on a nominal basis and  
 15 41% lower on an inflation adjusted basis in 2025 than in 1999.  
 16

17 For more information on operating costs related to implementing a new Customer  
 18 Information System, see response to Request for Information CA-NP-075.

<sup>1</sup> Figure 1 does not include costs related to uncollectible bills expense or customer conservation programs.