

- 1 **Q. (Reference Application, EY Report, page 10) It is stated “Skills required to maintain**
2 **and use a modern CIS can be readily acquired through formalized training and**
3 **certification programs for technical and business employees. This increases the**
4 **number of available skilled resources to support a modern CIS.” Will NP make use of**
5 **existing employees to support the proposed CSS or will it be necessary to hire new**
6 **employees? What is the expected cost of employees needed to support the proposed**
7 **CSS and how does it compare to the existing CSS?**
8
- 9 A. Yes, Newfoundland Power will make use of existing employees to support the proposed
10 Customer Information System (“CIS”). The Company forecasts a requirement to hire
11 2 additional FTEs to support and maintain the new CIS. These additional FTEs are
12 forecast to be offset by cost savings in Newfoundland Power’s customer service
13 operations as a result of implementing a new CIS.
14
- 15 For more information on a comparison of future support and maintenance costs of the
16 new CIS, see response to Request for Information CA-NP-075.