

- 1 **Q. (Reference Application, EY Report, page 20) Does the vendor provide the necessary**  
2 **training and is the cost of training included in the capital cost of the project?**  
3
- 4 A. Yes, the vendor will provide the necessary training for the replacement Customer  
5 Information System (“CIS”). Specifically, the vendor will be required to provide a  
6 computer-based training module and a train-the-trainer program. This combination of  
7 resources will allow Newfoundland Power to develop in-house trainers for the new CIS.  
8 These trainers will use the module to teach all existing and new employees to use the new  
9 CIS. This approach will ensure adequate training over the life of the new CIS.  
10
- 11 Yes, the cost of training employees to use the new CIS is included in the capital cost of  
12 the project.