

- 1 **Q. What has been the experience of NP’s sister utilities: Fortis Alberta, Fortis BC**
2 **Electric and Fortis Ontario with respect to their customer service systems?**
3 **Specifically, describe their current systems, when they were implemented and at**
4 **what cost. Are those utilities planning to replace their CISs in the near future? If so,**
5 **what cost estimates do they have? Did they consider leasing options?**
6
- 7 A. Fortis Alberta operates a customer service system provided by SAP. The system was
8 implemented in 2004. Fortis Alberta is planning a significant system upgrade by 2023.
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- 10 Fortis Ontario operates a customer service system provided by SAP. The system was
11 implemented in 1999. Fortis Ontario is planning a significant system upgrade by 2026.
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- 13 FortisBC (Electric) operates a customer service system provided by Oracle. The system
14 was implemented in 2000. FortisBC (Electric) is planning a system modernization
15 project.¹
16
- 17 FortisBC (Gas) operates a customer service system provided by SAP. The system was
18 implemented in 2011. FortisBC (Gas) had previously leased or contracted out operation
19 of its customer service delivery function and related technology. This function was
20 outsourced in 2002 while the company built capacity within its customer service delivery
21 function. The function was subsequently insourced in 2012 following implementation of
22 the SAP system.²
23
- 24 Newfoundland Power does not have information on the costs of the systems implemented
25 by these utilities.

¹ To Newfoundland Power’s knowledge, the timeframe for the FortisBC (Electric) modernization project has not yet been determined.

² FortisBC (Gas) was formerly known as Terasen Gas Inc. For more information, see Terasen Gas Inc., *Customer Care Enhancement Project Application for a Certificate of Public Convenience and Necessity to Insource Customer Care Services and Implement a New Customer Information System*, June 2, 2009.