

- 1 **Q.** Newfoundland Power states (CA-NP-139, Attachment A, page 20 of 34) "*Over the*  
2 *last 20 years, customers have indicated an average satisfaction level of 88%.*" In EY's  
3 **experience, how much might NP customer satisfaction be expected to increase if the**  
4 **CSS is replaced with a new system, or decrease if it is not? How much has customer**  
5 **satisfaction in other jurisdictions that replaced their CSSs been increased? Which of**  
6 **the identified customer benefits stemming from a new CSS are "*must-haves*" and**  
7 **which are "*nice-to-haves*"?**  
8
- 9 **A.** Our 2020 assessment and planning scope of work did not entail evaluating the impact of  
10 customer satisfaction (CSAT) from replacing or deferring CSS replacement. It is  
11 reasonable to expect a modern CIS would enable Newfoundland Power to maintain the  
12 service quality and efficiency to customers while being in a better position to respond to  
13 evolving expectations. Our 2020 assessment and planning scope of work did not  
14 document "must-have" and "nice-to-have" customer benefits. "Must-haves" and "nice-to-  
15 have" are terms more commonly associated with requirements rather than benefits.  
16 "Must-have" requirements are needed to maintain expected customer service functions  
17 and support internal processes. "Nice-to-have" requirements typically provide customers  
18 additional convenience, address emerging customer expectations, or improve internal  
19 processes. For the purposes of Newfoundland Power's assessment and planning, "must-  
20 have" were identified in the existing business process maps and "nice-to-haves" were  
21 identified in the customer journey maps.