

- 1   **Q.**    **(Application Volume 1, page 2-9) It is stated “*Newfoundland Power’s Customer***  
2           ***Service System has been integral to the delivery of efficient and responsive customer***  
3           ***service since 1993. The Company is executing a plan to replace this system by 2023***  
4           ***following 30 years of operation. Replacement of this system will ensure customers***  
5           ***continue to be served in an efficient and responsive manner over the longer term.”***  
6           **Can customers expect a rate reduction in 2024 following implementation of the new**  
7           **CSS? Please quantify the expected efficiency gain from the new CSS and its impact**  
8           **on customer rates.**  
9  
10   **A.**    See response to Request for Information PUB-NP-013.