

- 1 **Q. (Reference 4.1 Customer Correspondence Modernization) It is stated (page 1)**  
2 **"The proposed solution would provide operational efficiencies and, as a**  
3 **result, is least-cost for customers on a net present value ("NPV") basis."**  
4 **a) Please quantify the operational cost savings and explain how these**  
5 **efficiency gains will be carried forward and identified in the next GRA.**  
6 **b) Would the new system reduce implementation costs and ongoing**  
7 **administration costs associated with smart meters (AMI technology)?**  
8  
9 **A.** a) The net operating cost savings associated with Customer Correspondence  
10 Modernization ("CCM") project are quantified in column F of Appendix A to report  
11 *4.1 Customer Correspondence Modernization*. The operating savings will be reflected  
12 in Newfoundland Power's next GRA filing.  
13  
14 b) The CCM solution will provide the ability to disseminate customer information from  
15 AMI technology, which is not possible with the Company's current bill design  
16 technology. While the solution is not anticipated to impact the core costs of an AMI  
17 implementation, the project would enable future potential use cases of AMI  
18 technology related to customer billings.