

1 **Q. Reference: "2026 Capital Budget Application," Newfoundland Power Inc.,**
2 **June 27, 2025, Supporting Materials, Information Systems: 4.1, p. 2.**

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4 **In 2023, the Company replaced its legacy Customer Service System,**
5 **creating an opportunity to evaluate a modernized customer**
6 **correspondence solution.**
7

8 **a) Was the scope of the Customer Correspondence Modernization project**
9 **included in the original estimate for the Customer Service System**
10 **replacement in the 2023 CBA?**

11
12 **b) Did Newfoundland Power consider completing this modernization project**
13 **as part of the Customer Service System project? If not, why not?**

14
15 **A.** a) No, the scope of the Customer Correspondence Modernization project was not
16 included in the original estimate for the Customer Service System replacement in the
17 Company's *2023 Capital Budget Application*.

18
19 b) Yes, the Company's implementation plan and scope for the Customer Service System
20 project aligned with recommendations provided by Ernst & Young (EY) and adhered
21 to recognized industry best practices. This alignment is detailed in Newfoundland
22 Power's *2021 Capital Budget Application* and EY's *Customer Information System:*
23 *Assessment Results and Planning Recommendations*.¹
24

25 To ensure the successful, on-time, and on-budget delivery of the complex, multi-
26 year Customer Information System ("CIS") Replacement Project, the Company
27 strategically deferred enhancements that were not integral to the core
28 implementation of the new system. These items were outside the core scope and
29 were documented for future implementation.
30

31 Through a comprehensive review of its existing customer service delivery model,
32 Newfoundland Power identified several opportunities to enhance service once the
33 new CIS was in place. As outlined in Newfoundland Power's *2021 Capital Budget*
34 *Application*, a total of 29 potential future enhancements were catalogued. Among
35 these, improvements related to customer correspondence, communication, and
36 billing were highlighted as key areas for future development.²

¹ See Newfoundland Power's *2021 Capital Budget Application, Volume 1, Customer Service Continuity Plan, June 2020*, page 248 and EY's *Customer Information System: Assessment Results and Planning Recommendations March 2020*, page 273.

² See Newfoundland Power's *2021 Capital Budget Application, Volume 1, Customer Experience Report June 2020*, page 458.