

1 **Q. Reference: "2026 Capital Budget Application," Newfoundland Power Inc.,**
2 **June 27, 2025, Supporting Materials, Information Systems: 4.1, p. 5.**

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4 **Of the utilities surveyed, 80 percent had either replaced their bill**
5 **design solution in the past five years or were planning to do so within**
6 **the next two to three years.**

7
8 **What systems do these same utilities currently use/used prior to**
9 **replacement? What systems have they, or will they, replace these same**
10 **systems with? Is the Customer Correspondence Modernization system**
11 **Newfoundland Power is proposing of similar functionality and cost as those**
12 **upgraded systems for other utilities?**

13
14 **A.** While not all survey respondents indicated their current/prior bill design/print solutions,
15 the majority indicated using either an in-house solution or vendor solutions such as
16 Kubra, Northstar or ERTN.

17
18 While not all respondents indicated their replacement solution, the majority indicated
19 using either Quadient's Inspire software, FIS Global, Vertex, Kubra or in-house
20 developed solutions.

21
22 It is not currently possible to compare the *Customer Correspondence Modernization*
23 project with the solutions employed by other utilities surveyed as the majority of survey
24 respondents did not provide detailed functionality requirements, capabilities or costs.