

1 **Q. For the Outage Management System used by Newfoundland Power, please state the**
2 **vendor, the version currently in use, the date this software was first installed, the**
3 **date of the most recent version update and the annual license fee paid for the**
4 **software.**

5
6 A. The Outage Management System used by Newfoundland Power is an *internally*
7 *developed* application originally installed in 2003. There is no vendor or annual license
8 fee paid specifically for the Outage Management System.

9
10 The most recent enhancements to the Outage Management System were completed in
11 2012. These enhancements included: (i) allowing customers to report outage tickets via
12 the Company's website or mobile devices; (ii) improved functionality for grouping and
13 assignment of related outage tickets; and (iii) integration with the Company's scheduling
14 and dispatch software providing the ability to electronically dispatch and complete outage
15 tickets in the field via a mobile computing application.

16
17 Please refer to the response to Request for Information PUB-NP-164 for more
18 information on Newfoundland Power's Outage Management System.