

1 Q. In reference to page 33 in the report of Grant Thornton, LLP on
2 Newfoundland & Labrador Hydro's 2001 General Rate Hearing, reference is
3 made to two expenditure items in 2002.

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- 5 • Equal Billing and Other Pay Methods Study \$250,000
- 6 • Installation of "TruSsecure IP Security Program" \$115,000

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8 (a) Explain the nature of the project and the benefits expected to accrue.

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10 (b) Provide an estimate of the internal workforce costs expected to be
11 incurred in addition to the amounts noted above.

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14 A. **Equal Billing and Other Pay Methods Study**

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16 (a) The proposed study is aimed at alternative methods of revenue
17 collection from Hydro's 35,000 rural customers. Currently, Hydro has
18 limited payment options, see CA-174, and proposes, through this
19 study, to review other payment methods.

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21 These methods are being studied in an effort to improve Customer
22 Service (i.e. more payment methods suitable to customers) and to
23 investigate whether different payment options can improve the
24 collection of revenues (e.g. budget/levelized billing).

1 (b) Hydro's internal workforce costs would be limited to project
2 management, solution testing and integration with existing software.
3 As the extent of the resource requirements will not be known until
4 further defined by the study, specific estimates of these costs are not
5 presently available.
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7 **Installation of "TruSecure IP Security Program"**

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9 (a) The TruSecure security solution is a multi-disciplinary approach to
10 identifying and reducing information security risks on an on-going
11 basis. TruSecure provides security assurance in six major areas of
12 risk:

- 13 - Electronic Threats and Vulnerabilities
- 14 - Malicious Code
- 15 - Downtime
- 16 - Privacy
- 17 - Physical Security
- 18 - Human Factors

19
20 TruSecure provides:

- 21 - Essential security practices
- 22 - Continuous vulnerability assessment
- 23 - Unlimited support (7 x 24)
- 24 - Ongoing security intelligence
- 25 - Certification

26
27 TruSecure certification is a recognized symbol of a company's
28 commitment to making security a corporate priority on a continuous
29 basis.

1 The scope of work involves effectively implementing the TruSecure
2 methodology within Hydro's internal and external networks.

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4 (b) Newfoundland and Labrador Hydro expects to incur 17 person days in
5 addition to the \$115,000.