

In reference to Schedule “B”, page 67 of 82 – Various Minor Enhancements, project cost \$216,000:

Q. Please advise as to what unforeseen requirements are anticipated by this expenditure.

A. Each year, unanticipated requirements to enhance various computer applications arise as opportunities are identified to improve employee productivity, or to respond to changes in the policies and procedures of government agencies such as Canada Customs and Revenue Agency, Canada Post and Newfoundland & Labrador Housing Corporation.

The following are examples of the types of enhancements that have been completed in previous years:

- Canada Post establishes standards for mailing address formats and the sorting of mail that qualify users for reduced mailing rates. In 2001, Canada Post implemented new standards and incentives for the sorting of mail. In order to continue to qualify for reduced mailing rates, Newfoundland Power was required to revise its mailing systems by the end of 2001. This involved the purchase of new software and revisions to the Company’s Customer Service System (CSS) and its financial applications.
- In 2000, an enhancement to CSS was carried out to automate the transfer of customer billing account balances when a customer relocates to another serviced premises. The elimination of the manual process previously used to effect these transfers resulted in a reduction in temporary labour requirements.
- Prior to 2000, the Company’s Metering Equipment System (MES) generated compliance service orders (CSOs) to track the removal of meters from service for testing by federal government officials. This was done by random selection. In 2000, the federal government changed the process of compliance testing and discontinued meter testing using its own staff. An external contractor now performs meter testing, and the meters to be tested are specified by the contractor. Modifications to the MES enabled CSOs to be generated using the external contractor’s list.
- In 2001, the Company implemented an application known as Trouble and Outages. This system provides information on planned and unplanned outages that can be accessed via the Company’s internal Intranet. Customer Contact Centre staff rely on this application to provide timely information in response to customer telephone inquiries, which is particularly helpful to customers during unplanned outage situations.
- In 2002, the Company implemented an application that enables personnel to log electronic reports of environmental incidents on the internal Intranet. This application facilitates inquiries and follow-up activity on environmental incidents, improving the Company’s management of environmental matters and its ability to fulfil regulatory reporting obligations.