

Further to P.U.B. 18, in reference to the Company's network infrastructure:

Q. Why is it necessary to have routers connecting the Company's head office on Kenmount Road to the Duffy place office?

A. Routers are an essential component of the network connection between Newfoundland Power's head office on Kenmount Road and the Duffy Place office, and are necessary to control the flow of data between the two locations. This connection allows employees working in the Duffy Place office to access applications that are running on servers located in the main computer room on Kenmount Road.

Newfoundland Power's main computer room is located in the Kenmount Road office building. It contains the shared servers for the Customer Service System (CSS), servers supporting the Company's financial applications, and other production applications including corporate electronic mail.

The Company's Customer Contact Centre and St. John's regional operations are both located at 50 Duffy Place. Employees working at Duffy Place include Customer Account Representatives (CARs) who are responsible for most day-to-day interaction with customers. In order to perform their duties, CARs must have access to computer systems located in the main computer room on Kenmount Road.

The computer room located in the Duffy Place office building is the designated disaster recovery site for the Company's critical computer applications. In the event that the main computer room is not operational, these network connections between the two buildings enable employees on Kenmount Road to access backup copies of critical business applications residing at the disaster recovery site on Duffy Place. These connections enable the Company to maintain customer service, safety and productivity in any number of circumstances.