

1 **In an Application (November 1998) the Company provided a PC Hardware and Software**
2 **Survey from Canadian Electrical Utilities (Exhibit KWS-15 Revised).**

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4 **Q. Please provide an updated survey from the same utilities. The survey should state**
5 **the brand of computer which utilities are using.**

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7 A. In March 2002, the Company conducted a survey of personal computer hardware and
8 software management practices among Canadian electric utilities. An independent
9 research firm, Telelink, conducted the survey.

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11 The March 2002 survey was directed to many of the same utilities surveyed in August
12 1998. No questions were included in the most recent survey on system redundancy or
13 software upgrades. Seven of the ten utilities surveyed provided responses.

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15 Attachment A contains the survey results, as well as a summary in a form similar to the
16 1998 survey.

2002 Personal Computer Hardware and Software Survey For Canadian Electrical Utilities

Overview of Survey

In March of 2002 the Company engaged Telelink, an independent research firm, to conduct a survey of the personal computer ("PC") hardware and software management practices employed at other Canadian electric utilities. This survey was completed to compare the standards and practices in place at Newfoundland Power with the Canadian electric utility industry.

The utilities that participated in the survey are as follows: Newfoundland Power; Nova Scotia Power; New Brunswick Power; Manitoba Hydro; Maritime Electric; Saskatchewan Power; Hydro Quebec; and Utilicorp Networks Canada.

The main areas of focus for this survey were PC sizing, average life cycle, software suite type and PC brand. A summary of the responses from each utility is attached.

Personal Computer Capacity

The standard PC capacity for Newfoundland Power is a Pentium III 1.7 GHz with a disk size of 20 gigabytes. This standard is in the mainstream of the survey group.

Newfoundland Power has a process to manage user capacity requirements on a corporate basis to ensure efficiency. This process involves the monitoring of applications used by an employee to perform daily work activities. When an employee needs increased speed or disk space, the requirements are reviewed for future purchases. These requirements are considered when the capital budget for PC purchases is prepared for the following year.

Personal Computer Life Cycle

Newfoundland Power's PC life cycle is currently in the range of 4 years. This means that on average, an employee acquires a new computer every 4 years. Overall, Newfoundland Power's rigorous management of PCs, including swapping and cascading between end-users, extends the life cycle of PCs as long as, and in some cases longer than, most survey participants. The average life cycle of PCs for the survey participants was 4 years.

Personal Computer Software

Newfoundland Power's standard desktop software is Microsoft Office Suite. All other utilities surveyed are using Microsoft Office Suite.

Personal Computer Software Upgrades

Newfoundland Power's latest version of Microsoft Office Suite is Microsoft Office 2000. The majority of electric utilities have upgraded to Microsoft Office 2000. The two utilities that have not yet upgraded have indicated that an upgrade may be scheduled in the near future.

PC Brand

Newfoundland Power's latest brand of PC is Compaq. Approximately one third of the PCs now in service at Newfoundland Power are Compaq brand PCs. The majority of the responding utilities are also using the Compaq brand.

Summary

The results of the survey indicate that Newfoundland Power's management of PC hardware and software is consistent with other Canadian electric utilities.

March 2002 PC Hardware and Software Survey for Canadian Electric Utilities

Utility	# of Employees	# of PCs	# of Laptops	PC Standard Speed	PC Standard Capacity	PC Life Cycle	Life Cycle is Based on:	Current Office Suite	PC Manufacturer
Newfoundland Power	625	490	112	Desktop - 1.7GHz Laptop - 1.0GHz	20 Gb	4 years	Re-deployability - does it do the job for anyone	Office 2000 Pro	Compaq
Nova Scotia Power	1700	2000	Not Sure	PII 350mhz - P4 1ghz	10GB +	4 years	as long as they function as needed	MS Office 97 & 2000	Mostly Compaq, some Dell, Toshiba, etc.
New Brunswick Power	2500	2300	400	1 ghz and higher	12 to 20 GB	3 years	Lease & Warranty	MS Office 97	Compaq
Manitoba Hydro	6000	4800	1600	desktop-1.8ghz laptop-1.13ghz	40 GB	5 - 6 years	available \$ for new PCs	MS Office XP	IBM
Maritime Electric	180	140	20	P200mhz - P1ghz	varies, most data is server reliant	5 years	As long as it functions as needed	MS Office 2000	Dell
Sask. Power	3000	2500	500	PIII 600 Mhz	6 GB	3 yrs	Passage of time	MS Office 97	IBM
Hydro Quebec	20000	18500	5000	PII 350 up to PIV 1.7GHz	20GB	Desktop - 4yrs Laptop - 3 yrs	desired functionality	WordPerfect 8.0 and Office 2000	Compaq
Utilicorp Networks Canada	1600	1500	400	Desktop - 1.7GHz Laptop - 1.0GHz	20-30GB	4 years	Re-deployability - does it do the job for anyone	Office 2000 Pro	Compaq