

1 **Q. GENERAL PROPERTY**

2  
3 ***Information Systems***

4  
5 **PUB 55.0**

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7 **Please provide the total capital expenditures proposed for 2006 which are directly**  
8 **related to making improvements and enhancements to NP's Customer Service**  
9 **System.**

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11 A. The capital expenditures proposed for 2006 which are directly related to making specific  
12 improvements and enhancements to the Customer Service System ("CSS") are found in  
13 the Group Bill Enhancements and the Customer Tracking and Setup Improvements  
14 budget items described at pp. 2 – 3 of *6.1 2006 Application Enhancements*. These  
15 proposed expenditures total \$244,000.

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17 The Remote Agent Enhancements and Predictive Dialer budget items included under the  
18 heading Customer Service Systems Enhancements in *6.1 2006 Application Enhancements*  
19 will be used by the Company's customer service personnel in conjunction with the CSS.  
20 However, they are not direct enhancements to the CSS itself.