
1 Q. Hydro's 2015 Capital Budget included a proposed capital expenditure of approximately
2 \$135,000 for the Replace Customer Care System project. Was this project completed, and
3 at what total cost? Is the new Customer Care System compatible with the Utiligy360
4 customer service information system, and will it continue to be used once the Utiligy360
5 customer service information system has been implemented?

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8 A. This project was completed at a total cost of \$141,000. The new Customer Care System,
9 known as myNLHydro, is integrated with Utiligy360 and is currently Newfoundland and
10 Labrador Hydro's customer online self-serve portal.