

1 **Q. Please provide a description of the software suites used for work management,**  
 2 **maintenance, inventory control, procurement, and invoicing at Newfoundland**  
 3 **Power’s hydro facilities.**

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 5 A. Newfoundland Power does not have any software suites dedicated specifically to Hydro  
 6 facilities. The software suites used by the Company for work management, maintenance,  
 7 inventory control, procurement, and invoicing are used corporately for all departments,  
 8 asset classes and functions.

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 10 **Software Suite:** *Work Management*  
 11 Vendor: *Click Software, Internally Developed Application*  
 12 Software Name: *Click Schedule / Click Mobile (“CLICK”), Technical Work*  
 13 *Request System*

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 15 Newfoundland Power uses a centralized dispatching process for managing field work  
 16 throughout its service territory. This includes responses to customer trouble calls and  
 17 other customer-driven work requests, such as new service connections.

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 19 The process begins when work orders for field crews are created using systems such  
 20 as the Company’s Technical Work Request System, Outage Management System,  
 21 and Asset Management System. A centralized dispatching team then assigns the  
 22 work orders to field crews using the CLICK system. Field crews are equipped with  
 23 CLICK-enabled tablets and receive their assignments electronically, ensuring  
 24 assignments are received in a timely and efficient manner. Crews then use the tablets  
 25 to provide real-time updates on their work as it progresses. This allows  
 26 Newfoundland Power to monitor daily field work and to provide customers with up-  
 27 to-date information on the status of the work.

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 29 The systems used for work management are integrated with other technologies, such  
 30 as the Company’s Geographic Information System and Automatic Vehicle Location  
 31 System.<sup>1</sup> This permits the automatic flow of real-time information needed to respond  
 32 to customer requests in the field.

33  
 34 **Software Suite:** *Maintenance*  
 35 Vendor: *Aveva*  
 36 Software Name: *Avantis Pro (“Avantis”)*

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 38 Avantis is an enterprise asset management software solution. Newfoundland Power  
 39 uses Avantis to log, track and monitor inspections and maintenance. This includes  
 40 inspections and maintenance of all generation, substation, transmission and  
 41 distribution assets.

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<sup>1</sup> The Geographic Information System stores location-related information on electrical system assets and customers. The Automatic Vehicle Location System provides real-time information on the location of field crews and allows the centralized dispatching team to identify the nearest available crew when assigning work orders.

1           **Software Suite:**     *Inventory Control*  
2           Vendor:            *Microsoft, Panatrack*  
3           Software Name:     *Dynamics GP, Panatracker GP*  
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5           Newfoundland Power’s inventory management software is Panatracker GP.  
6           Inventory transactions are created in Panatracker GP using handheld bar code readers.  
7           All transactions created using the bar code readers are stored in a comprehensive  
8           database. The database feeds into both the Company’s inventory management  
9           software and the Company’s financial system, Dynamics GP. This ensures real-time  
10          visibility on current inventory levels and streamlines the inventory control process.  
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12          **Software Suite:**     *Procurement*  
13          Vendor:            *Internally Developed Applications, Paramount Technologies,*  
14                                *Microsoft*  
15          Software Name:     *Contract Management System, Workplace, Dynamics GP*  
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17          Newfoundland Power manages its procurement process using a combination of  
18          internally developed and commercial applications.  
19

20          All service contracts are managed using Newfoundland Power’s internally developed  
21          Contract Management System. This allows the Company to track its contracts from  
22          the initial stages of the procurement process, through to execution, and provides a  
23          record of contracted services.  
24

25          The procurement of goods is completed using Workplace, which is a commercial  
26          application. Workplace allows the Company to create requisitions and purchase  
27          orders, and links to the Company’s financial system, Dynamics GP.  
28

29          An internally developed tendering website is used in the procurement of goods and  
30          services.  
31

32          **Software Suite:**     *Invoicing*  
33          Vendor:            *WhiteOwl Solutions, Microsoft*  
34          Software Name:     *PaperSave, Dynamics GP*  
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36          PaperSave is an invoice management and electronic workflow solution for digitizing  
37          invoices and other documents. PaperSave seamlessly integrates with Newfoundland  
38          Power’s financial system, Dynamics GP, to process and track the approval of all  
39          supplier invoices.