

1 **Q. Does NP have a Work Management System that logs direct customer-related work**  
2 **such as move-ins, move-outs, check readings, etc.? What other information related**  
3 **to direct customer work does it log?**  
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5 A. Newfoundland Power generates and maintains unique work orders for customer-related  
6 work using its Customer Service System (“CSS”) and its Technical Work Request  
7 System (“TWR”).  
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9 CSS is used for any non-technical customer account requests that would pertain to the  
10 following:  
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- 12 • Removal of revenue meter, service wires and/or metering equipment.
- 13 • Removal of area/street lights.
- 14 • Revenue meter reading.
- 15 • Change in customer information.

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17 TWR is used for customer-related technical requests that would pertain to the following:  
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- 19 • Request for a new service connection.
- 20 • Request for new area/street light.
- 21 • Technical inquiries such as: (i) easements; (ii) vegetation management; (iii)  
22 underground locates; and (iv) work permits.
- 23 • Modification to existing electrical service at premise.
- 24 • Modification to existing Newfoundland Power infrastructure.

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26 Work orders generated from both CSS and TWR populate the Company’s workforce  
27 management system.<sup>1</sup> Newfoundland Power’s centralized dispatch team uses the  
28 workforce management system to coordinate and monitor the day to day completion of  
29 field work throughout the Company’s service territory.

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<sup>1</sup> Newfoundland Power’s workforce management system, also referred to as “Click”, combines work orders from multiple systems to enable a centralized dispatching team to coordinate and monitor the day to day completion of field work throughout the Company’s service territory. In addition to CSS and TWR, work orders originating in the Company’s outage management system, asset management system, and meter equipment system also populate the workforce management system.