1 Q. **Reference: Application Rev. 1, Volume 1, page 16**

2 It is stated (lines 17 to 18) "*Hydro's cost management efforts have also resulted in the reduced*

3 *frequency of computer replacements by extending the life cycle duration*." Please explain

4 Hydro's cost management effort in this area and indicate if it is consistent with practice

5 elsewhere.

6

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8 A. As of 2018, Newfoundland and Labrador Hydro ("Hydro") has increased the lifespan of

9 computer assets by one year (changed from four to five years for mobile/laptop computers and

10 changed from five to six years for desktop/workstation computers) and maintains that extended

11 life cycle for all new computers. Hydro also repairs, re-images, and redeploys computer assets to

12 employees to reduce the requirement to purchase new hardware. When a hardware device is

13 deployed, the least-cost hardware solution is provided to a user based on their job requirement.

14 Hydro personal computer replacement life cycle and deployment practices meet and/or exceed

15 the typical corporate enterprise computer deployment/replacement schedules for utility

16 organizations in North America. For example, as outlined in Table 1, Gartner, a leading research

17 and advisory company has published recommended personal computer replacement schedules

18 in the "Use These Recommended Life Spans to Guide Mobile, PC and other Device Replacement

19 Strategies."[1]

Table 1: Average Life of Personal Computers

Device Type	Average Life (Years)
Desktop	4.5
Notebook	3
Fixed Performance Workstations	3
Mobile Performance Workstations	3
Tablets	3
Average	3.3

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[1] "Use These Recommended Life Spans to Guide Mobile, PC and other Device Replacement Strategies," Gartner Inc., September 5, 2019.