



NEWFOUNDLAND AND LABRADOR
BOARD OF COMMISSIONERS OF PUBLIC UTILITIES
120 Torbay Road, P.O. Box 21040, St. John's, Newfoundland and Labrador, Canada, A1A 5B2

E-mail: khopkins@newfoundlandpower.com

2020-11-19

Kelly Hopkins
Corporate Counsel
Newfoundland Power Inc.
55 Kenmount Road, P.O. Box 8910
St. John's, NL A1B 3P6


Dear Ms. Hopkins:

Re: Newfoundland Power Inc. - 2021 Capital Budget Application – Customer Service System Replacement Project - Requests for Information

Enclosed are Requests for Information PUB-NP-013 to PUB-NP-018 regarding the above-noted application.

If you have any questions, please do not hesitate to contact the Board's Legal Counsel, Ms. Jacqui Glynn, by email, jglynn@pub.nl.ca or telephone (709) 726-6781.

Yours truly,


Cheryl Blundon
Board Secretary

CB/cj
Enclosure

ecc **Newfoundland Power Inc.**
Liam O'Brien, E-mail: lobrien@curtisdawe.com
NP Regulatory, E-mail: regulatory@newfoundlandpower.com
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1 **IN THE MATTER OF** the *Public*
2 *Utilities Act*, (the “Act”); and
3
4 **IN THE MATTER OF** capital expenditures
5 and rate base of Newfoundland Power Inc.; and
6
7 **IN THE MATTER OF** an application by
8 Newfoundland Power Inc. for an order pursuant
9 to sections 41 and 78 of the *Act*:
10 (a) approving a 2021 Capital Budget of \$111,298,000;
11 (b) approving certain capital expenditures related to
12 multi-year projects commencing in 2021; and
13 (c) fixing and determining a 2019 rate base of
14 \$1,153,556,000.
15

**PUBLIC UTILITIES BOARD
REQUESTS FOR INFORMATION**

PUB-NP-013 to PUB-NP-018

Issued: November 19, 2020

1 On Wednesday, November 10, 2020 a Technical Conference was held to discuss the Customer Service
 2 System Replacement Project that has been proposed by Newfoundland Power. The following RFIs relate
 3 to that project.

4
 5 **PUB-NP-013** Please provide for the record a copy of the presentation titled Customer
 6 Service System Replacement Project given by Newfoundland Power at the
 7 Technical Conference on November 10, 2020.

8
 9 **PUB-NP-014** Please explain in detail any additional risks and costs that will arise should the
 10 Customer Service System Replacement Project be delayed by 2, 3 and 5 years.
 11 Both quantitative and qualitative information to describe the risks and costs
 12 should be provided where available.

13
 14 **PUB-NP-015** At the November 10, 2020 Technical Conference there was discussion of a
 15 potential phased approach to the Customer Service System Replacement
 16 Project. One potential approach is to proceed in Phase One with the work
 17 necessary to bring the project to the point of awarding the RFP for acquisition
 18 of the software and then in Phase Two seek approval for implementation.
 19 Please outline the pros and cons of such an approach and as well identify any
 20 other potential phased approaches.

21
 22 **PUB-NP-016** Newfoundland Power references in its response to CA-NP-075 and NLH-NP-
 23 005 that the cost of a modern Customer Service System has an expected
 24 service life of at least fifteen years. Given the longer life of the existing
 25 customer service system, what period does Newfoundland Power think would
 26 be appropriate to recover the costs of its proposed Customer Service System
 27 Replacement Project?

28
 29 **PUB-NP-017** Should there be a failure of the existing customer service system before the
 30 successful implementation of a new system, what contingency plan is in place
 31 so that Newfoundland Power's customers can continue to receive the services
 32 provided by the failed parts of the system?

33
 34 **PUB-NP-018** The Ernst and Young 2018 Report, page 11, lists Customer/1 installations in
 35 North America and shows that nine utilities will continue to have such
 36 systems still in place in five years. Has Newfoundland Power communicated
 37 with these utilities on their plans to continue to use such systems? If yes,
 38 provide details and if no, why not?

DATED at St. John's, Newfoundland this 19th day of November, 2020.

BOARD OF COMMISSIONERS OF PUBLIC UTILITIES

Per


 Cheryl Blundon
 Board Secretary