

1 Q. **Reference: Response to PUB-NLH-024**

2 In response to PUB-NLH-024, Hydro states that it has not conferred with other Canadian utilities  
3 on the management of mobile devices. Please explain the rationale for not investigating the  
4 replacement policy of other Canadian utilities to ensure whether Hydro's replacement policy is  
5 in line and consistent.

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8 A. As stated in Newfoundland and Labrador Hydro's ("Hydro") response to PUB-NLH-024 of this  
9 proceeding, Hydro relied on its own historical use data and cybersecurity requirements for the  
10 mobile device replacement lifecycle. Hydro's experience was that most users saw degraded  
11 performance and battery issues after two and a half years. Although Hydro did not confer with  
12 other Canadian utilities with respect to their mobile device replacement policy, Hydro did confer  
13 with the selected provider for the recommended device lifecycle. Based on experience with  
14 other customers, the provider advised that the majority of companies try to achieve a three-  
15 year lifecycle for the fleet of mobile devices. Hydro determined the three-year lifecycle was the  
16 more effective, least-cost option for Hydro and extended the lifecycle from two years under its  
17 previous cellular contract to three years under the current contract.