

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 to**
3 **direct customer work does it log?**
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5 A. Newfoundland Power does not have a consolidated work management system. The
6 Company's Customer Service System ("CSS") is used to track customer-related work
7 including move-outs, move-ins, check readings, temporary service disconnection/reconnection
8 requests, new electrical services, and energy conservation advice requests. The Company also
9 tracks customer requested work including trouble calls, street light calls, and technical work
10 requests, such as installation or removal of poles.