

1 **Q. Re 2011 Application Enhancements - Schedule B - pp. 84-85 and Tab 5.1.**

2
3 **In the 2011 CBA there are application enhancements proposed which include**
4 **Meter Reading Improvements, Electrical Engineering Software enhancements,**
5 **Work Dispatch Improvements, Customer Service Internet and Energy**
6 **Conservation Website enhancements, totaling \$983,000.00. In the 2010 CBA**
7 **(see Schedule B, pp. 80-81 and Tab 6.1) there were application enhancements proposed**
8 **which related to Customer Interaction, Meter Management, Customer Finance**
9 **Plan Enhancements, Operations and Engineering Systems Enhancements, Work**
10 **Scheduling and Tracking Enhancements, Third Party Contract Management,**
11 **Document Management Improvements, Customer Service Internet Enhancement**
12 **and Energy Conservation Website Enhancements, totaling \$937,000.00.**

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14 **In the 2009 CBA (Schedule B, pp. 65-66 and Tab 5.1) expenditures totaling**
15 **\$1,458,000 were proposed for inter alia Customer Contact, Customer Billing, and**
16 **Credit Management Enhancements, Operations and Engineering Systems**
17 **Enhancements and Customer Service Internet Enhancements.**

18
19 **Does NP have an overall plan which sets out the goals it is intending to reach in**
20 **relation to these various capabilities and a timeline and budget for their attainment?**

21
22 **A.** Newfoundland Power does not have an overall plan which specifically sets out the goals
23 it is intending to reach in relation to these various capabilities and a timeline and budget
24 for their attainment.

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26 In developing its annual capital budget, Newfoundland Power assesses the merits of
27 possible application enhancements in response to the Company's changing business
28 requirements, customer expectations and information technology advancements.
29 Application enhancements included in the annual capital budget application are justified
30 either through a quantitative analysis of estimated costs and productivity benefits, or
31 anticipated improvements in the Company's ability to respond to evolving customer
32 expectations.

33
34 It has been the Company's experience that continuous improvement is effectively
35 achieved through this assessment process. In recent years, the numbers of customers
36 served by Newfoundland Power, as well as the Company's energy sales, have grown by
37 approximately 1.5% annually. Considering customer growth and inflationary cost
38 pressures, the productivity gains enabled by application enhancements have been a key
39 factor in maintaining stability of Newfoundland Power's costs and customer rates.