

1 **Q. *Re: Tab 7.1 - 2013 Application Enhancements – Customer Service Systems***  
2 ***Enhancements***

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4 **Does Newfoundland Power foresee costs with training employees with the proposed**  
5 **Customer Service Systems Enhancements? Are there associated costs with updates,**  
6 **etc.?**

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8 A. The Company does not foresee any training costs associated with the Group Billing  
9 Enhancements project.

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11 The Company estimates that training associated with the Customer Call-back Technology  
12 project to be approximately 1 to 2 hours per Contact Centre Agent or between \$2,500 and  
13 \$5,000 in total internal labour cost. These costs are included in the project estimate.

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15 Any training required for future updates would not be considered part of this capital  
16 project, and would be expensed as an operating cost.