

1 **Q. Reference: CA-NP-87: what were the productivity gains and increased security and**
2 **data management requests (sic) referred to at p. 4 of 4, lines 12-13 in relation to the**
3 **increase of computing equipment and software? Please also provide, as to the whole**
4 **of the miscellaneous expenditures provided at Table 1, a breakdown as to regulated**
5 **and non-regulated expense for each line item for the Test Year.**

6
7 A. *Productivity Gains*

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9 Productivity improvements were achieved with the implementation of the Avantis Asset
10 Management software and the Aspect Call Centre software, as referenced in the response
11 to CA-NP-87.

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13 The Avantis Asset Management software provides improved tracking of inspection and
14 maintenance information, contributing to increased system reliability and longer asset
15 life. It has improved productivity in the asset maintenance function by moving the
16 maintenance record-keeping to an online environment. Recent enhancements that have
17 linked the Avantis system with the inventory system, and the introduction of mobile
18 computing devices for maintenance workers, have brought additional productivity
19 improvements to the maintenance function.

20
21 The Aspect Call Centre software facilitates the routing of customer calls received at the
22 Customer Contact Centre. Calls are efficiently routed to available agents or to the
23 interactive voice response (IVR) system as required. The IVR function allows a
24 significant number of calls, for example account balance enquiries, to be handled without
25 the intervention of a live agent, thereby reducing labour requirements.¹ In addition, the
26 scheduling function of the Aspect software enables the Company to optimize staffing
27 levels in the Customer Contact Centre as requirements change, while maintaining target
28 service levels.

29
30 *Security and Data Management Requirements*

31
32 Security software and data backup and recovery software are required to address
33 increased security and data management requirements.

34
35 Security software is used to prevent unauthorized access to Newfoundland Power's
36 computer systems and customer data. Computer system security has become
37 increasingly important as the use of the internet and e-mail continues to grow. Recent
38 changes in privacy legislation and corporate governance requirements have also
39 increased the importance of data protection and system security.

¹ In 2006, IVR handled approximately 35% of all customer calls received in the Contact Centre.

1 With increasing reliance on computer systems, such as the Customer Service System
2 (CSS), for data management, and less reliance on paper-based systems, backup and
3 recovery software is essential to ensure the Company's corporate and customer
4 information is protected.
5

6 The VMS operating system is the backbone of the mainframe computer system and is
7 essential to the operation of key data management systems such as the CSS.
8

9 ***Regulated and Non-regulated Advertising Expense***

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11 Table 1 in the response to CA-NP-87 provides a breakdown of forecast advertising
12 expenses for 2008. It does not include a "miscellaneous" category. A breakdown of non-
13 regulated advertising expenses, which are included in Table 1 as Community
14 Advertising, is provided in Table 2 of the response to CA-NP-87.
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16 Table 1 in the response to CA-NP-87 has been revised to reflect the 2008 forecast for
17 Community Advertising of \$19,000 and Safety Related Advertising of \$241,500.