

1 Q. **Reference: CA-NLH-026.**

2 What new technology and smart grid applications has Hydro included in its 2026 CBA that result
3 in lower overall costs for customers, a cleaner environment and improved customer service?
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6 A. In its 2026 Capital Budget Application, Newfoundland and Labrador Hydro (“Hydro”) has
7 proposed the Upgrade PLX Metering System (2026–2028) – Labrador East and the Install
8 Intelligent Electronic Devices (“IED”) Management Software (2026–2028) projects. The metering
9 system upgrade replaces obsolete PLX meters with drive-by automated meter reading
10 technology, improving billing accuracy, operational efficiency, and safety for field staff while
11 reducing costs. The IED Management Software project establishes a centralized platform for
12 remotely managing and securing microprocessor-controlled grid devices, enhancing system
13 reliability, outage response, and cybersecurity. Together, these initiatives lower operating costs,
14 improve customer service, and strengthen the reliability of Hydro’s electrical system.