

- 1 **Q. (Reference Application) What is the current status of the new customer service**
2 **system? When can customers expect to start realizing the benefits, and what**
3 **level of cost savings can customers expect from the new customer service**
4 **system?**
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- 6 A. See the response to Request for Information PUB-NP-005 for an update on the
7 implementation of the new Customer Information System ("CIS").
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- 9 The CIS project was justified on providing service continuity and maintaining current
10 levels of service efficiency. While Newfoundland Power anticipates some efficiencies due
11 to the elimination of manual billing processes and reduced customer call times, these
12 efficiencies will be offset by new system support requirements. As such, the Company
13 does not anticipate any overall operational cost savings as a result of implementing the
14 CIS.