

- 1 **Q. (Reference CA-NP-023)**
2 **(a) Please confirm that Newfoundland Power does not anticipate any overall**
3 **operational cost savings as a result of implementing the CIS project and**
4 **please re-state the entire amount of money that has been spent on the CIS**
5 **project to date.**
6 **(b) Please inform if there are customer counter walk-in services in any of your**
7 **locations and, if so, state the name of these locations.**
8 **(c) Please inform when counter service was discontinued in any of your**
9 **locations and the reason for that discontinuance.**
10
11 A. (a) As stated in the response to Request for Information CA-NP-023, the Company does
12 not anticipate any overall operational cost savings as a result of implementing the
13 CIS.
14
15 As of September 30, 2023, actual expenditures associated with the *Customer Service*
16 *System Replacement* project have totaled \$26.5 million. As stated in the response to
17 Request for Information PUB-NP-005, actual expenditures associated with the
18 *Customer Service System Replacement* project will be reported to the Board in the
19 Company's *2023 Capital Expenditure Report*.
20
21 (b) In-person service is available by appointment at eight Newfoundland Power regional
22 offices. These include offices in Stephenville, Corner Brook, Grand Falls-Windsor,
23 Gander, Clarenville, Burin, Carbonear and at Duffy Place in St. John's.
24
25 (c) In-person service was paused in March 2020 as a result of restrictions related to the
26 COVID-19 pandemic. Following the easing of restrictions, in September 2022, in-
27 person service was resumed at all locations noted in part b) above.