

Information Systems

Q. Reference: "2024 Capital Budget Application," Newfoundland Power Inc., June 22, 2023, Supporting Materials, Information Systems: 5.1, sec. 2.1, p. 7.

The service would be available 24 hours a day, seven days a week, and would provide an avenue for customers to obtain information outside of regular business hours. For example, customers could use the automated webchat to report an outage instead of calling the System Control Centre. Customers could also use the automated webchat to check the status of power outages, determine their account balance or usage history and enroll in paperless billing.

- a) Which service is planned to be implemented as part of this project?**
- b) Please describe the support model and provide additional detail on the costs and resources that will be required for this service to remain available 24 hours a day, 7 days a week.**
- c) Please explain whether this project will result in an increase or decrease in internal resources.**
- d) Does the proposed project address privacy and security concerns associated with these types of technologies? If not, what is the proposed plan and associated costs to ensure that privacy and security concerns are addressed?**
- e) Does the cost of the project include additional licensing? Have training costs been budgeted as part of the project and if so, how much has been budgeted?**

- A.**
 - a) The planned service would include an addition to the existing platform which is currently in use for customer outage notifications. This is a managed service provided by a third party. This service will include a two-way communication mechanism that utilizes artificial intelligence to provide real-time responses to customer inquiries utilizing Company data.**
 - b) This service is managed by a third party for Technical Support. No additional staff will be required to ensure that the service is available 24 hours a day, seven days a week. The approximate annual costs of this service include a \$25,000 annual subscription fee and \$0.30 per completed interaction with a customer.**
 - c) No change in internal resources is anticipated as a result of this project.**

- 1 d) This project would follow Newfoundland Power’s cybersecurity and privacy practices.
2 For example, Newfoundland Power has a Cyber Risk Management Program (“CRMP”)
3 that includes controls relating to cybersecurity and privacy. The CRMP is continually
4 evolving to address new and emerging threats to protect Company systems and
5 customer data. The overall architecture and design for this project would follow the
6 CRMP model to ensure systems and Company data are protected. This includes
7 third party security assessments and penetration testing where necessary.
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9 e) The cost of the project includes additional licensing as noted in part b) above. Costs
10 specific to training are not included in the project cost estimate.