

1 **Q. (Reference Application) Is the new customer service system now fully**  
2 **installed and in-service? What was the final cost of the project?**  
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4 Newfoundland Power's Customer Information System is fully installed and is in-service.  
5 Total expenditure was \$30.4 million on an approved project budget of \$31.6 million<sup>1</sup>.

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<sup>1</sup> Newfoundland Power filed its *2021 Capital Budget Application* on July 9, 2020 and received Board approval to proceed with the \$31.6 million *Customer Service System Replacement* Project on April 7, 2021.