



*Newfoundland Power's investment in state-of-the-art System Control and Data Acquisition technologies enables the Company to remotely control more of its electrical system than ever before.*

out of their energy dollar to opening an account or submitting a meter reading with the simple click of a mouse, customers can now carry out more business when and where they want.

Technology used at the Company's Customer Call Centre provides ease of interaction for both employees and customers through seamless information sharing and one-stop shopping. Newfoundland Power's focus on employee training and leveraging technology has resulted in increasingly efficient customer service solutions as well as national recognition for having the best customer care solution in Canada. The Company was presented with the prestigious Canadian Information Productivity Award ("CIPA") of Excellence for Customer Care and the CIPA premier Best of Category Award. Newfoundland Power was also awarded the St. John's Board of Trade Business Excellence Award and Award of Excellence for Productivity and Quality Improvements.

The broad use of technology within the Company's business is critical to providing customers with enhanced service at lower cost. Investments in systems operations technologies enable Newfoundland Power to increase its ability to remotely control its electrical system, monitor operations and improve operational efficiencies while enhancing safety.



The Company achieved compliance with ISO 14001 standard in 2001, a full year ahead of its corporate target. Newfoundland Power participated in an industry-wide