1 **Applications Environment ($755,000)**
2
3 **Q. Provide a breakdown of costs, including material and labour for each application**
4 **software upgrade included in item b) on p. 68 of Schedule B.**
5
6 A. Table 1 below provides a breakdown of costs associated with the application software
7 upgrades included in item b on page 68 of Schedule B.
8
9

Table 1 Cost of Application Software Upgrades	
Cost Category	**Amount**
Labour	$105,000
Other Company Fees (External Labour)	50,000
Total	**$155,000**

10
11
12 This item includes upgrades to several software products, including OpenVMS, Oracle,
13 and Powerhouse. These products are the foundation for many of the Company's in-house
14 developed applications, most importantly the Customer Service System (CSS.) The
15 majority of the cost of this project is associated with testing the impact of the upgrades on
16 applications, such as CSS.
17
18 The tightly coupled relationships between these products make it necessary to implement
19 upgrades to all of them in coordination. Thus, the project estimate is based on the
20 premise that multiple product upgrades are to be implemented simultaneously. Separate
21 cost breakdowns for each product are not available.