Q. Reference: Justification Report, page 15, lines 5 - 12

Please explain, with reference to specific examples of anticipated efficiency gains and reduced compliance risks, the basis for Hydro's confidence that efficiency gains and reduced compliance risks resulting from the benefits outlined in Section 5.0 of the Justification Report will provide annual savings greater than \$565,000.

A.

Specific examples of anticipated efficiency gains and reduced compliance risks expected to be achieved as a result of the Business System Transformation Program are provided as Appendices F and G of the Corporate Business Systems Transformation Program Justification Report (the "Justification Report"). As both JD Edwards EnterpriseOne and Cognos TM1 are still being deployed and are not fully implemented, Newfoundland and Labrador Hydro does not yet have a complete assessment of the known, quantifiable savings associated with these functionality enhancements. As noted in Section 4.4 of the Justification Report, this is consistent with large projects of this nature, as resource and cost reduction is expected to take place over the medium- to long-term rather than during the initial implementation stages. However, based on the enhancements identified in Appendices F and G of the Justification Report, Newfoundland and Labrador Hydro is confident in the efficiency gains and reduced compliance risks resulting from the benefits outlined in Section 5.0 of the Justification Report.