

1 **Q. (Reference Application, Customer Service Continuity Plan) Is the manufacturer of**
2 **the existing CSS still a going concern? If so, please provide contact information and**
3 **provide the status of any discussions between NP and the manufacturer. Please**
4 **provide the names of all companies providing services for the existing CSS system to**
5 **provide parts and services over the past 5 years. Please provide the names of**
6 **companies/utilities in other jurisdictions who continue to have your existing CSS**
7 **system or similar.**

8
9 A. The manufacturer of the existing Customer Service System (“CSS”), Andersen
10 Consulting, notified Newfoundland Power in 1996 that it was discontinuing support of
11 the existing system. This necessitated a technical migration of CSS to a new platform to
12 ensure the system could be supported internally.

13
14 The successor entity to the consulting firm formerly known as Andersen Consulting is
15 now an Irish-domiciled international professional services company known as Accenture
16 PLC. Accenture PLC is a publicly traded corporation that has undergone a number of
17 significant changes in its business and organization through corporate mergers and
18 acquisitions over the last two decades.

19
20 The Company’s CSS was based on a Customer/1 installation, which was then technically
21 migrated to an OpenVMS platform using PowerHouse, Axiant and COBOL
22 programming languages. CSS is therefore highly customized and unique to
23 Newfoundland Power. A survey conducted by Ernst and Young LLP in 2018 found that
24 Newfoundland Power is the last mid-to-large Canadian utility operating a legacy system
25 with no upgrade path provided by the original vendor.¹

26
27 CSS relies on a combination of various computer hardware and software to function,
28 including servers, an operating system, a database, a storage area network, and several
29 programming languages. Given the age of this technology, the vendors of this hardware
30 and software have changed multiple times over the life of the system.

31
32 Table 1 on the following page lists the companies that provided parts and services for the
33 hardware and software underlying CSS.

¹ See the 2021 Capital Budget Application, Volume I, Customer Service Continuity Plan, Attachment A, Appendix A, page 6.

Table 1: CSS Hardware and Software Vendors	
Component	Vendor
OpenVMS Operating System	Currently provided by VMS Software, formerly provided by HP, Compac and DEC
PowerHouse and Axiant Programming Languages	Currently provided by Unicom Global, formerly provided by IBM and Cognos
COBOL Programming Language	COBOL compilers (i.e. business programming specifications) are provided by the same vendors as the OpenVMS Operating System
Integrity Servers running an Itanium microprocessor	Server hardware provided by HP and microprocessor provided by Intel, support currently provided by HPe
3PAR Storage Area Network	Provided by HPe
Oracle Database installed on OpenVMS	Provided by Oracle