

- 1 **Q. (Reference Application Volume 2, 2021 System Upgrades) Will any of these**  
2 **proposed upgrades be superseded by the proposed new Customer Information**  
3 **System? Would the proposed upgrades be compatible with the proposed new**  
4 **Customer Information System?**  
5
- 6 A. None of the proposed upgrades for 2021 will be superseded by the proposed new  
7 Customer Information System. Upgrades planned for 2021 are necessary to maintain  
8 vendor support and improve the performance and availability of select commercial  
9 software solutions used in Newfoundland Power's day-to-day operations.  
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- 11 Modern Customer Information Systems use an open architecture and other technologies  
12 to ensure integration with other commercial software solutions, including those to be  
13 upgraded in 2021. For more information, see response to Request for Information  
14 CA-NP-083.