

1 **Q. Reference: “2021 Capital Budget Application,” Newfoundland Power, July 9, 2020**
2 **Volume 1, Customer Service Continuity Plan, Attachment 1 “Ernst & Young LLP**
3 **Customer Information System: Assessment Results and Planning**
4 **Recommendations” at p. 23.**
5

6 **Will a revised estimate be submitted to the Public Utilities Board for the Customer**
7 **Service System replacement after the product and implementation partner has been**
8 **selected? If not, why not?**
9

10 **A.** No, Newfoundland Power does not currently intend to submit a revised estimate to the
11 Board for the Customer Service System replacement after the product and
12 implementation partner have been selected.
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14 The estimated cost to replace Newfoundland Power’s Customer Service System is based
15 on the planning recommendations of Ernst and Young LLP (“EY”). EY is an industry-
16 leading expert in Customer Information System transformation.¹ EY’s recommendations
17 for Newfoundland Power, including its recommended cost estimate, are based on a
18 comprehensive assessment of Newfoundland Power’s operations and industry best
19 practices. All costs required to execute this project, including product and
20 implementation costs, are included in EY’s recommended cost estimate.
21

22 Consistent with other capital projects, actual costs incurred to implement the replacement
23 system, including any variances, will be reported to the Board through Newfoundland
24 Power’s annual capital expenditure reports.

¹ For more information on EY’s qualifications, see the *2021 Capital Budget Application, Volume 1, Customer Service Continuity Plan, Attachment A, Appendix F.*