1   **Q.   [Account 379.2] – For each software system identified in Attachment A in response**
2   **to CA-NP-097 that is in excess of $300,000, please provide the specific name and**
3   **model number of the software system, the vendor, the specific purpose of the**
4   **software, the version of the software, and whether the vendor has specifically**
5   **informed the Company that it will no longer support the software.**
6
7   A.   Attachment A provides the details requested in relation to software additions in excess of
8    $300,000 that were included with the Company's response to Request for Information
9   CA-NP-097.
10
11   Newfoundland Power has made every effort to include all the requested information that
12   is available; but, in some instances, the Company does not have records at the level of
13   detail requested for items such as software versions or model numbers.
14
15   Newfoundland Power does not require this information for its own purposes, and its
16   depreciation consultants do not require the information for purposes of preparing
17   depreciation studies. For that reason, Newfoundland Power does not record or organize
18   the information in the form requested.

Plant Account 379.2 Details

Account	Software System	Year Purchased or Developed	Cost	Name/Model Number of Software System	Major Vendors (if applicable)	Software Version (if available)	Description/Purpose of Software	Continuing Vendor Support?
37920	Corporate Reporting	2000	470,880.09	Sherlock - Internal Developed Reporting Environment (Impromptu and PowerPlay reporting tools from Cognos/IBM)	IBM/Cognos	not available	Internal Reporting environment	No
37920	CSS	2000	346,693.45	Customer Service Systems Enhancements	IBM/Cognos, Oracle, HP Aspect	not available	Supports and Runs our Customer Service System, Call Center Operations and Meter Reading	Yes
37920	SCADA	2000	414,727.97	SCADA Oasys 6.0	Telvent (Valmet)	Oasys 6.0	Supervisory Control and Data Acquisition (Control Center Operations)	Yes
37920	AX/Oracle	2001	400,899.77	CSS Environment Upgrade (Powerhouse, Axiant, Oracle, Cobol, OpenVMS)	IBM, Oracle, HP	not available	Supports and Runs our Customer Service System, Call Center Operations and Meter Reading	Yes
37920	BOSS	2001	314,728.14	Great Plains Dynamics and Empower HR	Microsoft, (Options Software / Tectura)	GP 6.0	Company Financial, Payroll and HR systems	Yes
37920	CSS	2001	313,605.00	Customer Service Systems Enhancements	IBM/Cognos, Oracle, HP Aspect	not available	Supports and Runs our Customer Service System, Call Center Operations and Meter Reading	Yes
37920	Application software	2002	365,310.35	Workflow/Database Upgrades, Data Reporting Software, Programming Tools	Microsoft	Visual Studio 2003, Oracle 9.2 Windows Platform, SQL 2000	Software development and reporting	Yes
37920	BOSS	2002	1,904,093.59	Great Plains Dynamics and Empower HR	Microsoft, (Options Software / Tectura)	GP 6.0	Company Financial, Payroll and HR systems	Yes
37920	CSS	2002	396,751.76	Customer Service Systems Enhancements	IBM/Cognos, Oracle, HP Aspect	not available	Supports and Runs our Customer Service System, Call Center Operations and Meter Reading	Yes
37920	Hand-Held Metering	2002	713,991.55	Itron Hand Held Meter Reading System	Itron Inc.	Premiere Plus 4	Software and devices to collect Meter Readings from meters in the field	Yes
37920	OPS - Operations support system	2002	486,126.64	Spill Reporting, Microsoft Dynamics GP Project Series	not applicable - developed in-house	not applicable	Manage and track spills in environment and software to manage project work	NA
37920	Asset Mgt.	2003	1,595,667.50	Avantis Pro,. SCADA	Invensys Systems, Telvent	Avantis 3.2	Operation and support for Asset Management System and System Control Center	Yes
37920	CSS	2003	355,560.54	Customer Service Systems Enhancements	IBM/Cognos, Oracle, HP Aspect	not available	Supports and Runs our Customer Service System, Call Center Operations and Meter Reading	Yes
37920	OPS - Operations support system	2003	851,935.51	Outage Management, Switching Orders	not applicable - developed in-house	not applicable	Track and manage customer outages. Manage changes to the electrical system to provide a safe environmrnt for employees to complete work	NA
37920	OPS - Operations support system	2004	535,537.85	CRM, TWR,Cyme, Microsoft Project Server	Cyme Intl / Invensys Systems / Max EAM Inc, Microsoft	CYME ARC FLASH,CYME CAP, CYME DIST, CYME LINE,CYME TCC, PSAF FAULT, PSAF FLOW	Work Order Tracking Project Management, Crew Scheduling, Distribution Design and Engineering Software	Yes
37920	CSS	2005	417,748.34	Customer Service Systems Enhancements	IBM/Cognos, Oracle, HP Aspect	not available	Supports and Runs our Customer Service System, Call Center Operations and Meter Reading	Yes
37920	Environment Mgt.	2005	332,270.33	TSM Backup and Recovery Software and Virtual Server implementation in Development	AniSoft Group , Microsoft	Ibm Tivoli ITSM 5.2.3	Backup and Recovery Software TSM, Virtual Server from Microsoft Development implementation	Yes

Account	Software System	Year Purchased or Developed	Cost	Name/Model Number of Software System	Major Vendors (if applicable)	Software Version (if available)	Description/Purpose of Software	Continuing Vendor Support?
37920	OPS - Operations support system	2005	332,470.72	Mobile Transmission and Distribution Inspections	DAP Tech / Invensys Systems	not available	Enable work to be completed in the field utilizing mobile devices and software with automatic updates to Avantis Pro for Asset management	No
37920	Application software	2006	569,139.97	Great Plains Dynamics Upgrade, SMS upgrade, TVD Upgrade, Aspect ACD/Reporting, Transmission Line Design Software TLPRO	Aspect Comm / Pondera Engineers (now Trimble) / Tectura	Great Plains 7.5, TLPRO Design Studio 1.5, Aspect ACD	Great Plains Financial system, Transmission design software, Call Center Telephony software	Yes
37920	CSS	2006	446,771.03	Customer Service Systems Enhancements	IBM/Cognos, Oracle, HP Aspect	not available	Supports and Runs our Customer Service System, Call Center Operations and Meter Reading	Yes
37920	OPS - Operations support system	2006	665,743.30	Mobile Substation Inspections	Invensys Systems / Max EAM Inc	not available	Enable work to be completed in the field utilizing mobile devices and software with automatic updates to Avantis Pro for Asset management	Yes
37920	Application software	2007	510,230.97	Avantis, MV-90, CSS Alpha Servers	Invensys Systems / Itron Canada / HP	Avantis 4.1, MV-90 Xi	Operation and support for Customer Service System, Call Center, Meter Reading. Operation and support for company field assets	Yes
37920	CSS	2007	367,501.39	Customer Service Systems Enhancements	IBM/Cognos, Oracle, HP Aspect	not available	Supports and Runs our Customer Service System, Call Center Operations and Meter Reading	Yes
37920	OPS - Operations support system	2007	540,050.40	TWR Mobile, Great Plains and Avantis Integration	Invensys Systems	not available	Enable work to be completed in the field utilizing mobile devices and software with automatic updates to Avantis Pro for Asset management	Yes
37920	BOSS	2008	377,261.61	SMS Upgrade and improvements to support iso 18001 (Prevent)	not applicable - developed in-house	not applicable	Safety Management System Internal Develped Application	NA
37920	CSS	2008	416,637.26	Customer Service Systems Enhancements	IBM/Cognos, Oracle, HP Aspect	Aspect AQM 2.8	Supports and Runs our Customer Service System, Call Center Operations and Meter Reading	Yes
37920	Application software	2009	378,811.08	Avantis, DBMS software Aspect, AutoCad and Itron Upgrades	Aspect / Autodesk Inc / Invensys	not available	Operation and support for Call Center, Operation and support for engineering design. Operation and support for company field assets	Yes
37920	CSS	2009	487,340.52	Customer Service Systems, Customer Contact Enhancements (email management)	Attensity Corp. IBM/Cognos, Oracle, HP, Aspect	Attensity Response Management V 4.1	email and customer contact management	Yes
37920	OPS - Operations support system	2009	523,723.20	Mobile Docs, Outage Management and Notification	Colligo	Colligo Sync 3.2	Provide mobile access to company information and Integrate Outage Management and Customer Outage information	Yes
37920	Application software	2010	776,004.66	Powerhouse/Axiant Upgrade,Aspect Winset, Contact Server and IVR,Substation Mobile Planet Press	Aspect Software / IBM / Objectiv Lune	Planet Press V 7.0	Operation and support for Customer Service System, Call Center,	Yes
37920	CSS	2010	302,807.53	Customer Service Systems Enhancements	IBM/Cognos, Oracle, HP Aspect	not available	Supports and Runs our Customer Service System, Call Center Operations and Meter Reading	Yes