

- 1 **Q. (Reference NLH-NP-027 and the cost basis for the estimate for the new technology**  
2 **service management solution) Has Newfoundland Power considered the shortage of**  
3 **supply due to the Covid economy prior to commencing this expenditure at this time?**  
4 **If there is short supply and consequent short-term increased costs, would it not be**  
5 **prudent to defer this expenditure until a post-Covid economy emerges?**  
6
- 7 A. Yes, Newfoundland Power considered whether or not there could be a shortage of supply  
8 due to impacts from COVID-19 prior to commencing the new technology service  
9 management solution project in 2022. The Company's discussions with its software  
10 suppliers do not indicate there is short supply or consequent short-term increased costs  
11 associated with proceeding in 2022.