

1 **Q. (Reference Application, EY Report, page 10) It is stated “Modern CIS solutions are**
2 **configuration-based which would allow Newfoundland Power to incorporate the**
3 **majority of its business requirements into a CIS without customization.” Would the**
4 **proposed new CSS be compatible with a move to retail competition in the Province?**
5 **Would the proposed new CSS require modifications for a regulated market such as**
6 **that in NL? Would the proposed new CSS become obsolete if the Province moved to**
7 **retail competition?**

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9 A. Yes, a modern Customer Information System (“CIS”) would be compatible with a move
10 to retail competition in the province, should existing public policy change. For example,
11 modern Customer Information Systems have been implemented by utilities in Alberta,
12 where retail competition exists.¹

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14 No, a modern CIS would not require modification for a regulated market such as NL.
15 The assessment of Ernst and Young LLP (“EY”) shows that a modern CIS would support
16 Newfoundland Power’s existing business processes with minimal customization.²

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18 No, the proposed CIS would not become obsolete if a public policy decision were made
19 to move to retail competition.

¹ For example, ENMAX operates in a competitive environment and has implemented a modern Customer Information System. See the *2021 Capital Budget Application, Volume 1, Customer Service Continuity Plan, Attachment A, Appendix A*, page 7.

² See the *2021 Capital Budget Application, Volume 1, Customer Service Continuity Plan, Attachment A*, page 17.