

1 **Q. On page 11 of the June 2018 EY Report, the table shows that 9 of the 27 utilities (NP**
2 **excluded) listed therein will still likely be on C/1 in 5 years (i.e., 2023). That is about**
3 **one-third of the utilities. It appears that several of these utilities have well in excess**
4 **of one million customers.**

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6 **a) If these utilities can manage with their various C/1 systems then why is it that**
7 **NP cannot?**

8
9 **b) Please provide details of all contacts NP made with these other utilities to**
10 **discuss their systems and what companies were providing services for**
11 **maintenance and upgrade to their systems.**

12
13 **c) Please advise if EY determined that any of the nine utilities that will be still**
14 **likely be on the C/1 system up to 2023 will in fact be still using the C/1 beyond**
15 **2023 and, if so, how far beyond 2023?**

16
17 **d) Of those utilities referenced in the table at page 11 who will no longer be using**
18 **C/1 in five years, does NP have any information regarding the age of the C/1**
19 **systems currently being used by these utilities.**

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21 ***2021 Capital Budget Application including EY March 2020 report titled***
22 ***“Customer Information System: Assessment Results and Planning***
23 ***Recommendation”***

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25 **A. a) See response to Request for Information PUB-NP-018.**

26 **b) See response to Request for Information PUB-NP-018.**

27 **c) See response to Request for Information PUB-NP-018.**

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29 **d) Newfoundland Power does not have information on the ages of the C/1 systems**
30 **currently being used by these utilities. However, the Company observes that C/1**
31 **was last supported by Andersen Consulting in 1997.**
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