

- 1 **Q. In the March 2020 report *Customer Information System: Assessment Results and***
2 ***Planning Recommendations*, the actual cost billed Newfoundland Power was**
3 **\$552,000 compared to the EY bid price of \$483,000 (CA-NP-139). NP explains that**
4 **the cost overrun was due to its request that EY map an additional 23 business**
5 **processes. This is a 14.3% increase over budget. Is it possible that similar issues**
6 **leading to cost overruns might come up during the implementation phase of the**
7 **proposed new CSS, particularly when "*specific configurations*" are not yet known?**
8 **Please explain.**
- 9
- 10 A. The agreed upon engagement scope was delivered within budget. Newfoundland Power
11 requested we perform additional scope and that too was delivered within budget.