

1 **Q. Reference: "2026 Capital Budget Application," Newfoundland Power Inc.,**
2 **June 27, 2025, Supporting Materials, Information Systems: 4.1, p. 5.**

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4 **The primary concern is the increasing risk of obsolescence and reduced**
5 **supportability.**
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7 **a) Is there an immediate risk of obsolescence? When does the service**
8 **provider anticipate the current solution to become obsolete, and when does it**
9 **anticipate it will no longer be able to provide support?**
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11 **b) Has Newfoundland Power considered deferring this project until support is**
12 **no longer available to replace this system? If not, why not?**
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14 **A. a) See part c) of the response to Request for Information PUB-NP-008.**

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16 b) Newfoundland Power has been actively monitoring the status of PlanetPress Suite 7
17 since the vendor announced End of Sale, effective January 2024. This software is
18 integral to the design and delivery of over three million customer communications
19 annually. These communications include customer bills, letters, and email
20 notifications, making it a critical component of customer service delivery.
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22 To ensure continuity of service and mitigate operational risk, Newfoundland Power
23 does not allow vendor support to lapse for critical systems. Timely upgrades are
24 essential to preserving vendor support, which in turn safeguards system reliability,
25 performance and cybersecurity. This approach aligns with Newfoundland Power's
26 statutory obligation to deliver safe, reliable service to customers at the lowest
27 possible cost.
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29 Allowing support to expire introduces significant risk. Specifically, (i) once a product
30 is no longer sold or maintained, access to reliable fixes and updates becomes
31 severely limited; (ii) unsupported software tends to stagnate, becoming functionally
32 obsolete and increasingly vulnerable to risks such as cybersecurity threats; and (iii)
33 as vendors disengage, their specialized expertise required to resolve issues becomes
34 scarce or unavailable.