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1 **Q. Reference: Justification Report, page 11, lines 21 - 25**

2 The implementation of the customer service module, Utiligy360, as part of the Enterprise  
3 One project is for Hydro's use only and is therefore charged solely to Hydro. In this  
4 circumstance, what is the justification for the customer service module being part of a  
5 shared services offering led by Nalcor and not being implemented solely by Hydro as a  
6 normal capital project?

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9 A. Please refer to Newfoundland and Labrador Hydro's responses to NP-NLH-372 for  
10 justification of Utility360 as a part of the JD Edwards EnterpriseOne project and NP-NLH-  
11 349 for justification for the customer service module being part of a shared services  
12 offering led by Nalcor and not being implemented solely by Newfoundland and Labrador  
13 Hydro as a capital project.