

1 Q. **Reference: Justification Report, page 19, line 8 to page 20, line 5**

2 The Utiligy360 customer service information system is presented in the Justification Report
3 as part of the Enterprise One ERP system. The Cognos TM1 planning, budgeting and
4 forecasting system was evaluated and compared against two other software options
5 (Justification Report, page 8, lines 7 – 12). Were customer service information systems
6 other than the Utiligy360 customer service information system evaluated by Hydro or
7 Nalcor? If so, please provide any report or analysis. If not, why not?

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10 A. Customer Service Systems other than Utiligy360 were not evaluated because Utiligy360 is
11 natively integrated with JD Edwards ("JDE") EnterpriseOne and uses the same hardware,
12 system technology, user interface, and application foundation as all other JDE
13 EnterpriseOne modules. Utiligy360 utilizes Finance (Accounts Receivable and General
14 Ledger) and Asset Management (Work Order Management) process flows and
15 configuration allowing for real-time information sharing. Additionally, Utiligy 360 was the
16 migration path from the existing Customer Service Utility Customer Information System
17 ("UCIS") system that was integrated with JDE World. Utiligy360 had a clear migration and
18 data conversion path from the UCIS system and was required upon migration to
19 EnterpriseOne as the existing UCIS system was not compatible with EnterpriseOne.