

1 Q. Was the decision to implement the Utiligy360 customer service information system based
2 on a determination that it was the least-cost solution for Hydro's customers? If so, please
3 provide the detailed determination. If not, why not?

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6 A. As outlined in Newfoundland and Labrador Hydro's response to NP-NLH-372, the decision
7 to implement was based primarily on the fact that Utiligy360 is the customer care module
8 natively integrated with JD Edwards EnterpriseOne; the existing Utility Customer
9 Information System was not compatible with JD Edwards EnterpriseOne.