

1 Q. **Reference: Evidence, page 19, lines 11-17**

2 What is the cost of the Utiligy360 customer service information system? Is it included in
3 Hydro's overall cost of \$23.3 million for the Business Systems Transformation Project?

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6 A. The total estimated cost of the Utiligy360 customer service information system is \$3.2
7 million. This amount is included in Newfoundland and Labrador Hydro's overall cost for the
8 Business Systems Transformation Program.