

1 **Q. The cover letter to the EY report on the risk assessment states:**

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3 *Newfoundland Power requested a third-party provider to:*

4 **▶ Conduct high-level research to document risks associated with the foundational**  
5 **technologies used to implement the current in-house supported and maintained CSS;**

6 **▶ Identify any growing risks associated with the prolonged use of the technologies;**  
7 **and**

8 **▶ Develop a recommendation with regard to a suitable course of action to help**  
9 **remediate concerns highlighted by the review.**

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11 **a) Is this not leading, directing bidders to identify risks associated with the**  
12 **existing CSS before they have conducted their assessment?**

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14 **b) Did NP commission a study by an independent third-party to determine how**  
15 **the existing CSS might be managed to ensure its continued reliable and secure**  
16 **operation for the next 10 years? If not, why not?**

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18 **A. a) No, this is not leading. Bidders were not directed to identify risks associated with**  
19 **the existing CSS before they had conducted their assessment.**

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21 **b) EY assessed all available alternatives to ensure continuity in Newfoundland**  
22 **Power's customer service delivery. This included 2 alternatives related to the**  
23 **continued operation of the existing CSS. These were: (i) using bolt-on applications**  
24 **that can be integrated with the existing CSS to provide specific business functions;**  
25 **and (ii) re-platforming CSS by migrating the existing code to a modern, supported**  
26 **programming language.**

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28 The assessment showed that neither of these alternatives would mitigate the risks  
29 facing Newfoundland Power's customer service delivery. Replacement with a  
30 commercially available solution is therefore the only viable alternative to ensure  
31 continuity in the delivery of service to customers.

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33 For EY's assessment of alternatives, see the *2021 Capital Budget Application,*  
34 *Volume 1, Customer Service Continuity Plan, Attachment A, pages 7 to 11.*