

1 **Q. CA-NP-199 In preparation for all of the above replies:**

- 2
- 3 a) **Please provide the names of each and every EY person involved in drafting**
- 4 **these RFI replies and their qualifications and experience in the procurement**
- 5 **of CSS systems.**
- 6
- 7 b) **Please provide details as to any drafts that were forwarded to NP for vetting**
- 8 **and any changes/revisions NP requested in these EY RFI replies and any**
- 9 **variances there were from the drafts submitted by EY to NP and what these**
- 10 **revisions were.**
- 11
- 12 c) **Please provide the names of each and every NP personnel with whom EY**
- 13 **consulted in drafting these Replies.**
- 14
- 15 d) **Please provide the number of drafts EY forwarded to NP prior to deciding**
- 16 **upon a final report for forwarding.**
- 17
- 18 e) **Please provide copies of any email exchanges, texts, meetings, consultations,**
- 19 **or conversations which NP had with EY in reference to these replies to RFIs**
- 20 **prior to submitting the same.**
- 21

22 A. a) Names and information related to those who participated in completing these RFI

23 responses:

24

25 **Richard Charles** – A Principal in EY’s Technology practice focused exclusively

26 on the power and utilities sector. He has more than 27 years of experience

27 working with utilities, energy retailers and suppliers to the industry with a deep

28 understanding of utility operations, regulatory and compliance regimes, and the

29 key trends shaping the industry.

30

31 Richard has advised more than 100 utilities on a variety of engagements and

32 issues, including customer care and billing, distribution engineering and

33 operations, IT strategy and execution, customer segmentation and acquisition,

34 outsourcing, mergers and acquisitions, T&D asset management, warehousing and

35 logistics, fleet management, generation portfolio planning, product development

36 and marketing, retail strategy and execution, and distributed resources.

37

38 He has led efforts to transform a large retail energy provider’s customer care and

39 billing operations through the evaluation and selection of a new CIS, the

40 supporting technologies, and the systems integrator.

41

42 **David Steele** - A Partner in EY’s Business Consulting practice and EY’s NL

43 Managing Partner. David has 18 years of years of experience advising clients

44 across multiple sectors and industries including Power and Utilities, Government

45 and Public Sector, Mining, Transportation and Telecommunications. David leads

46 EY’s consulting team in Newfoundland and Labrador and is responsible for

1 performance improvement, IT consulting and risk management services across the
2 Province.

3
4 **Chris Balish** - A Senior Manager in the EY's Consulting Services practice of
5 Ernst & Young LLP, with over 15 years of experience in the Power and Utilities
6 industry. He has strategic advisory, implementation, and managed services
7 experience in both regulated and deregulated markets with significant Customer
8 Information System (CIS) and Solution Procurement experience across multiple
9 platforms and products.

10
11 Chris has held various roles and led efforts on a wide range of projects including:
12 Oracle Customer Care and Billing (CC&B) design through deployment;
13 assessment and planning initiatives for multiple utilities to develop CIS strategy,
14 roadmap, and regulatory business case; evaluation, procurement, and selection
15 process for a CIS solution for multiple clients; quality assurance activities for a
16 three-year modern CIS implementation; and pre-implementation go-live readiness
17 assessment of a CIS program.

- 18
19 b) Newfoundland Power objects to this question as it is not necessary for a
20 satisfactory understanding of the matters to be considered in this Application as
21 required by Section 14 of the *Board of Commissioners of Public Utilities*
22 *Regulations, 1996*.
- 23
24 c) EY consulted with Frank Flynn and Stacey Cheater from Newfoundland Power in
25 drafting these replies.
- 26
27 d) Newfoundland Power objects to this question as it is not necessary for a
28 satisfactory understanding of the matters to be considered in this Application as
29 required by Section 14 of the *Board of Commissioners of Public Utilities*
30 *Regulations, 1996*.
- 31
32 e) Newfoundland Power objects to this question as it is not necessary for a
33 satisfactory understanding of the matters to be considered in this Application as
34 required by Section 14 of the *Board of Commissioners of Public Utilities*
35 *Regulations, 1996*.