

1 **Q. Reference: “2021 Capital Budget Application,” Newfoundland Power, July 9, 2020**
2 **Volume 1, Customer Service Continuity Plan, Attachment 1 “Ernst & Young LLP**
3 **Customer Information System: Assessment Results and Planning**
4 **Recommendations” at p. 17**
5

6 **According to the Ernst & Young LLP Assessment Results and Planning**
7 **Recommendations, data quality findings indicated Newfoundland Power scored**
8 **above average when evaluated against utilities in comparable replacement**
9 **scenarios. Did this analysis include the edge systems that could be replaced? If not,**
10 **why not?**

11
12 A. No, the Data Quality Assessment conducted by Ernst and Young LLP (“EY”) did not
13 include the edge applications that could be retired.¹
14

15 EY’s Data Quality Assessment was completed to quantify and prioritize the business
16 impacts of data quality issues to support a future Customer Information System (“CIS”)
17 implementation. The primary source of data to be converted to a future CIS is
18 Newfoundland Power’s Customer Service System.
19

20 EY assessed that approximately 36% of edge applications interfacing with the
21 Company’s Customer Service System could be retired. These applications do not house a
22 significant amount of customer data. Rather, these applications generally rely on
23 extracting data from the Customer Service System to function.² They were therefore not
24 included in EY’s assessment.

¹ See the *2021 Capital Budget Application, Volume 1, Customer Service Continuity Plan, Attachment A, Appendix E.*

² For example, the Service Order Spreadsheets application was assessed to be retired. This application pulls data from the Customer Service System to manage service orders related to metering functions. Additionally, the Credit Reporting application was also assessed to be retired. This application extracts data from the Customer Service System nightly and summarizes the information for Customer Relations staff. For more information, see the *2021 Capital Budget Application, Volume 1, Customer Service Continuity Plan, Attachment A, Appendix C, pages 6 to 8, Table 3.2.*