

1 **Q. Reference: “2021 Capital Budget Application,” Newfoundland Power, July 9, 2020**
2 **Volume 1, Schedule B, Customer Service System Replacement (Other, Multi-year)**
3

4 **What level of data conversion and data tie out is involved with this project? How**
5 **much time has been allotted for such activity within the plan identified?**
6

7 A. Consistent with industry experience, a significant level of effort is expected for data
8 conversion and migration as part of implementing a modern Customer Information
9 System (“CIS”).¹
10

11 Data conversion involves transforming customer data to fit within the technical
12 requirements of a replacement CIS. Data migration involves transferring that data to the
13 new solution.
14

15 Data conversion and migration, including quality assurance and testing, are expected to
16 span the Implementation and Post-Implementation phases of Newfoundland Power’s
17 Customer Service System Replacement project. The Company’s *Customer Service*
18 *Continuity Plan* includes the development of software to automate data conversion and
19 migration requirements. The plan also includes approximately 5.5 FTEs during the
20 Implementation phase and approximately 1 FTE during the Post-Implementation phase to
21 complete data conversion and migration requirements.

¹ See the 2021 Capital Budget Application, Volume 1, Customer Service Continuity Plan, Attachment A, Appendix E, page 7.