

- 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. 21**
5
6 **On what basis was the duration (i.e., four months) of the post go-live support**
7 **determined? Is the duration adequate for the stabilization of a large scale system**
8 **implementation? If so, please provide evidence to support this position.**
9
10 **A. Please see response to Request for Information NLH-NP-009.**