

1 Q. **Reference: Application, 2024 Capital Expenditures Overview, page 7.**

2 It is stated *“The software vendor advised Hydro that it is unable to support this work in 2024.*
3 *Hydro’s attempts to escalate with the vendor did not lead to change.”* Has the software vendor
4 assured Hydro that it can support the work in 2025? If not, what alternatives are available to
5 Hydro?

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8 A. Yes, the software vendor has assured Newfoundland and Labrador Hydro (“Hydro”) that they
9 have sufficient resources to support the work to be completed under the Upgrade Energy
10 Management System Program in 2025.¹ Furthermore, the vendor has advised Hydro that they
11 are currently training additional service partners to increase resource availability for work of this
12 nature.

¹ Hydro is currently finalizing details to reserve these resources.