

- 1 **Q. As part of its Market Analysis, did EY identify and advise NP of the costs of new**
2 **CISs that other Canadian electric utilities have adopted? If so, please provide that**
3 **information.**
4
- 5 A. No, EY did not advise Newfoundland Power of the costs of new Customer Information
6 Systems that other Canadian electric utilities have adopted.
7
- 8 EY advised that, based on industry data, the estimated cost of implementing a modern
9 Customer Information System for Newfoundland Power is comparable to the experience
10 of other utilities implementing similar projects.¹

¹ See the *2021 Capital Budget Application, Volume 1, Customer Service Continuity Plan, Attachment A*, page 23.