

1 **SECTION 2: CUSTOMER OPERATIONS/OPERATING COSTS**

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3 **Q. Reference: NLH-NP-019**

4 **How has Newfoundland Power determined that use of third-party software is least**
5 **cost for customers?**

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7 A. Newfoundland Power employs a combination of internally designed and third-party
8 technology solutions in accordance with the Company's information services policies and
9 operational requirements. Where practical, the Company employs internally designed
10 solutions, however, the use of third-party software is necessary to meet most operational
11 requirements.

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13 To ensure the use of third-party software solutions is least cost, procurement is typically
14 completed through the Company's competitive bidding processes. See the response to
15 Request for Information NLH-NP-026 for further information on the Company's
16 procurement processes.