CAE-027

The United Illuminating Company **Witness: Erik Robie**
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CAE-027 Q:

Reference UI Interrog. Resp. CAE-8; Eversource Interrog. Resp. CAE-8. Explain why UI was unable to estimate the cost or timeline for PowerClerk changes (specifically, updating the customer disclosure form and adding three new fields) without engaging a third-party PowerClerk system vendor. Eversource states that the changes can be implemented in 1-2 months and at no additional cost, as the changes fall within the scope of PowerClerk maintenance. Discuss whether UI has an existing contract for PowerClerk maintenance and provide an estimate of the cost and timeline to implement the changes discussed in Eversource's response to Interrog. CAE-8.

CAE-027 A:

The Company's response to CAE-008 in this docket was based on the understanding that the requested PowerClerk changes could require modifications to the PowerClerk system that may affect existing workflows, dependencies, validations, reporting logic, or other system functionality. Because changes of that nature can vary in scope and complexity, the Company indicated that consultation with the PowerClerk system vendor would be necessary to determine the associated cost and implementation timeline.

To the extent the fields proposed to be added in PowerClerk consist solely of static data fields and do not create interdependencies, affect automated processes, or otherwise impact existing PowerClerk workflows, the Company expects that such fields can be added at no incremental cost, similar to Eversource's response, because they would fall within the current scope of PowerClerk maintenance.

Accordingly, if the requested changes are limited to static field additions that do not require workflow modifications or other system changes, the Company currently anticipates that such changes can be implemented without additional vendor cost under the existing PowerClerk maintenance arrangement. If further review determines that the requested changes require modifications to workflows or related system functionality, the Company would need to coordinate with the maintenance vendor to evaluate and confirm the required scope, cost, and schedule. Additionally, if the requested changes extend beyond the addition of static fields, the Company reiterates its response to Interrogatory CAE-008 in the above-referenced docket that it cannot reasonably estimate the associated implementation costs or timeline without engaging its third-party PowerClerk system vendor. Any such estimate would necessarily depend upon the final requirements and technical specifications directed by the Authority and a corresponding assessment by the vendor.