NOVA SCOTIA POWER
An Emera Company

January 27, 2011

Ms. Nancy McNeil
Regulatory Affairs Officer/Clerk
Nova Scotia Utility and Review Board
3rd Floor, 1601 Lower Water Street
P.O. Box 1692, Unit "M"
Halifax, NS B3J 3S3

Re: CI 34843 – Oracle NLA License - Responses to Information Requests (IRs) P-128.10

Dear Ms. McNeil:

Enclosed are the IR responses pertaining to the capital item referenced above. These IRs were received on December 22, 2010.

Regards,

Lee Thomson-Lutz, MBA, CMA
Manager, Capital

Encl.

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Request IR-1:

Please provide a copy of the report referenced in the response to IR-GP5 (a).

Response IR-1:

The report referenced in the response to IR-GP5(a) is currently being prepared by Miro Consulting Inc. NSPI expects to receive this report in late February 2011. A copy of this report will be filed with the Board when it provided to NSPI.

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Request IR-2:

When was the need for a new Oracle license identified for the first time?

Response IR-2:

During the implementation of the High Volume Call Answer (HVCA) solution in December 2008, the Oracle License agreement was reviewed by NSPI to ensure that the Company remained in compliance with the terms of the agreement. NSPI found that the outage management system (OMS) databases have multiple interfaces with many applications and data sources. This unmanaged pool of potential connections is not suited to a shared license agreement with a constrained number (200) of allowable concurrent connections. Additional user licenses are no longer available for purchase and as a result, this model is not expandable to meet NSPI's business needs.

Miro Consulting Inc. has been engaged to provide a more in-depth review of the agreement, analyze NSPI's compliance and make a recommendation going forward. The results of this analysis will further support the justification for this project.

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Request IR-3:

Please compare the costs of the two licensing models, the proposed processor-based model, and the currently used model based on a number of concurrent users.

Response IR-3:

A cost comparison between the current model (concurrent user model) and proposed processor based model is not available. The current user based model cannot be scaled or modified to accommodate the evolving requirements of NSPI.

The proposed processor-based model contains the only viable solution for Oracle licensing as it enables NSPI to have an unlimited number of users and better utilizes diagnostic and tuning tools currently unavailable under the current license.

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Request IR-4:

Please elaborate on the current and forecasted number of users of this application.

Response IR-4:

NSPI's current license allows up to 200 concurrent users. Additional user licenses are no longer available for purchase and as a result, this model is not expandable to meet NSPI's business needs.

The processor based system will allow for an unlimited number of users. Processes pertaining to outage service restoration have evolved since the installation of the Outage Management System (OMS). This evolution has included an increase in the number of NSPI users who use OMS as part of the restoration effort. The use of OMS application data has also evolved as the data has been made available to more resources to assist in communicating and planning efforts.

The service restoration processes will continue to evolve as new ideas and improvement opportunities are identified. These new ideas and improvements may include exposing the OMS application and data to new users or they may include automated data inquires that enable OMS data to be utilized in different ways.

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Request IR-5:

Please confirm if NSPI will be the only user of this application. If not confirmed, please elaborate.

Response IR-5:

Confirmed. This application will be used solely by NSPI.

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Request IR-6:

If this software will be also used by other Emera affiliates, does NSPI anticipate to recoup a portion of capital and operating costs from these affiliates? Please elaborate.

Response IR-6:

Please refer to IR-5.