

### **UNDERTAKING J9.3**

#### **Undertaking**

To inquire with IT group whether data is available to calculate spend by Tower or capital operational cost distribution.

#### **Response**

EUCG data is available to calculate spend by the EUCG towers for participating utilities. The data is directly from EUCG. There is no standard EUCG definition for “capital operational cost distribution”.

OPG’s IT department does utilize EUCG data to compare its information technology costs against other EUCG participants based on service towers annually. The IT department provided KPMG with the two key metrics that they use to drive performance improvements:

- IT Cost / GWh
- IT Cost / Employee

IT will continue to drive performance improvements by comparing itself to external metrics. EUCG data is a valuable tool for making cost and service improvements and can be performed at little cost by OPG staff. The additional cost and effort of conducting additional independent third party benchmarking is not expected to result in commensurate benefits.