

1 **Q. Provide a listing of the 14 departments and their responsibilities that existed in 1998**
2 **and are referred to on p. 11 of the Corporate Overview.**

3
4 A. Following is a listing of the fourteen Company departments that existed in 1998,
5 including a brief description of the responsibilities of each department.

- 6
7 1. **Corporate Communications:** The Corporate Communications Department was
8 responsible for all internal and external communication plans, programs, and
9 activities that support the Company's business. These included customer
10 communications, employee communications, media and public relations and
11 advertising.
- 12
13 2. **Customer Service:** The Customer Service Department was responsible for all Call
14 Centre operations (inbound and outbound calls), customer service programs, and
15 customer accounting including cash control, billing, metering reading, credit and
16 collections.
- 17
18 3. **Human Resources:** The Human Resources Department was comprised of three
19 sections. The core Human Resources Section was responsible for the development
20 and delivery of programs and initiatives in the areas of compensation and benefits,
21 employee relations, employee development, and health and wellness. The
22 Environment Section was responsible for the development and execution of corporate
23 policies and programs in the area of environmental management. The Corporate
24 Services Section was responsible for property maintenance within the St. John's area,
25 printing, and mailroom services.
- 26
27 4. **Finance:** The Finance Department was responsible for financial planning, control
28 and analysis; accounting; financial reporting; and, payroll administration. The
29 Finance Department also coordinated Company-wide budgeting activities.
- 30
31 5. **Information Services:** The Information Services department was responsible for
32 assessing the Company's information needs, and for developing, implementing and
33 maintaining business application systems and solutions in support of those needs.
34 The department was also responsible for IT infrastructure development, data security
35 and system integrity. In addition, this department was responsible for the Company's
36 research centre.
- 37
38 6. **Internal Audit & Corporate Effectiveness:** The Internal Audit & Corporate
39 Effectiveness Department was responsible for assessing the accuracy and reliability
40 of Company records, the security and proper use of Company assets, and the
41 efficiency of Company operations and systems of internal control. This department
42 was also involved in the development and implementation of productivity
43 improvements in all areas of corporate activity. This included improving the
44 Company's responsiveness to customer needs, cost efficiency, and the effectiveness
45 of its internal operations.

- 1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41
42
43
44
45
7. **Operations:** This department provided support to the Vice-President of Operations in directing operations and engineering activities. Responsibilities included productivity and efficiency improvement initiatives, assessment of electrical system operations, development of operating processes and procedures, and organization and coordination of larger Company-wide operating programs.
 8. **Power Systems:** This department directed and controlled the activities of the following engineering services: electrical engineering design, construction and standards; commissioning of Company plant & protective relaying; system planning and metering; stewardship of land and property; and project management.
 9. **Energy Supply:** This department's responsibilities included facilities engineering, which consisted of civil and mechanical engineering associated with generation facilities; power plant operation and maintenance; electrical maintenance; and, a telecommunications function which provided expertise and support for all communication equipment related to Call Centre telephone technology and the Company's System Control and Data Acquisition (SCADA) system.
 10. **Systems, Operations & Security:** This department was responsible for corporate planning in the following areas: Emergency preparedness (inc. Year 2000) and business continuity. The department was also responsible for System Control Centre operations and implementation of the new SCADA system.
 11. **St. John's Region:** St. John's Region encompassed the St. John's/Mount Pearl area, Conception Bay and the Southern Shore. The Region was responsible for line operations, technical support and services, maintenance (both distribution and electrical), and customer service within the area. Customer service and maintenance responsibilities were supported by the applicable head office departments. This Region was also responsible for the Company's material management function, including procurement, inventory control, and central stores. Responsibility for the corporate transportation function, including the management and operation of fleet vehicles also resided with this Region.
 12. **Avalon Region:** Avalon Region was comprised of two geographic areas: Carbonear and Whitbourne. The Region was responsible for line operations, technical support and services, maintenance (both distribution and electrical), and customer service within these areas. Customer service and maintenance responsibilities were supported by the applicable head office departments.
 13. **Eastern Region:** Eastern Region was comprised of three geographic areas: Burin, Bonavista, and Gander. The Region was responsible for line operations, technical support and services, maintenance (both distribution and electrical), and customer service within these areas. Customer service and maintenance responsibilities were supported by the applicable head office departments. This Region was also

1 responsible for corporate safety, including development and execution of corporate
2 policies and programs in the areas of safety and occupational health.

3
4 14. **Western Region:** Western Region was comprised of three geographic areas: Grand
5 Falls, Corner Brook, and Stephenville. The Region was responsible for line
6 operations, technical support and services, maintenance (both distribution and
7 electrical), and customer service within these areas. Customer service and
8 maintenance responsibilities were supported by the applicable head office
9 departments.