

1 **Q. Provide a listing of the current 9 departments referred to on p. 11 of the Corporate**  
2 **Overview and their responsibilities.**

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4 A. Following is a listing of the nine departments that currently exist within the Company,  
5 including a brief description of the responsibilities of each department.  
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- 7 1. **Corporate Communications and Customer Service:** This department is comprised  
8 of three sections. The Customer Service Section is responsible for all Call Centre  
9 operations (inbound and outbound calls), customer service programs and initiatives,  
10 and customer accounting including cash control, billing, meter reading, credit and  
11 collections. The Safety Section is responsible for the development and execution of  
12 corporate policies and programs in the areas of safety and occupational health. These  
13 include the development and management of safe work methods and practices, the  
14 safety work management system, accident prevention and management programs, and  
15 workers' compensation claims. The Corporate Communications Section is  
16 responsible for all internal and external communication plans, programs, and  
17 activities that support the Company's business strategy. This includes customer and  
18 employee communications, media and public relations and advertising.  
19
- 20 2. **Human Resources:** The Human Resources Department is responsible for the  
21 development and delivery of programs and initiatives in the areas of compensation  
22 and benefits, employee relations, employee development, and health and wellness. It  
23 also provides consultation as required to other departments on all human resources  
24 issues. The Human Resources Department also includes the Production Centre which  
25 is responsible for all mailroom (including bill processing) and printing operations for  
26 the Company.  
27
- 28 3. **Finance and Regulatory Affairs:** The Finance and Regulatory Affairs Department  
29 is responsible for financial planning, control and analysis; accounting; financial  
30 reporting; and, payroll administration. The Finance Department coordinates  
31 Company-wide budgeting activities, and is also responsible for regulatory affairs and  
32 rate administration.  
33
- 34 4. **Information Services:** The Information Services (IS) Department is responsible for  
35 assessing the Company's information needs, and for developing, implementing, and  
36 maintaining business application systems and solutions in support of those needs.  
37 The department is also responsible for IT infrastructure development, data security  
38 and system integrity. In addition, the IS department is responsible for developing and  
39 maintaining the Company's SCADA databases and applications which help ensure  
40 the integrity of the power system.  
41
- 42 5. **Internal Audit and Corporate Effectiveness:** The Internal Audit and Corporate  
43 Effectiveness Department is responsible for assessing the accuracy and reliability of  
44 Company records, the security and proper use of Company assets, and the efficiency  
45 of Company operations and systems of internal control. This department is involved

1 in the development and implementation of productivity improvements in all areas of  
2 corporate activity. This includes improving the Company's responsiveness to  
3 customer and business needs, cost efficiency, and the effectiveness of its internal  
4 operations.

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- 6 6. **Engineering & Energy Supply:** This department is comprised of five sections. The  
7 Civil Engineering section is responsible for all civil and mechanical engineering  
8 associated with generation facilities, substations, transmission and general property  
9 assets. The Electrical Engineering section is responsible for substations design and  
10 asset management. The Projects and Construction section is responsible for the  
11 planning, coordination and execution of the majority of the Company's capital  
12 program in conjunction with the other engineering sections and with regional  
13 operations. The Generation section is responsible for the operation and maintenance  
14 of all generation facilities. The Systems Operations section is responsible for the  
15 System Control Centre, including the operation and maintenance of all power system  
16 communications equipment.
- 17
- 18 7. **Operations:** This department is responsible for system planning and electrical and  
19 plant maintenance. It is also responsible for coordinating distribution and regional  
20 operations projects to maximize the efficient use of Company resources.
- 21
- 22 8. **Eastern Region:** Eastern Region is comprised of the following geographic locations:  
23 St. John's, Avalon, and Burin. The Region is responsible for line operations,  
24 technical support and services, maintenance (both distribution and electrical), and  
25 customer service within its operating areas. Customer service and maintenance  
26 responsibilities are supported by the applicable head office departments.
- 27
- 28 9. **Western Region:** Western Region is comprised of the following geographic  
29 locations: Corner Brook, Stephenville, Gander/Grand Falls, and Bonavista. The  
30 region is responsible for line operations, technical support and services, maintenance  
31 (both distribution and electrical), and customer service within its operating area.  
32 Customer service and maintenance responsibilities are supported by the applicable  
33 head office departments. Western Region is also responsible for the Automation  
34 Section, which provides telecommunication expertise and support to various  
35 Company areas.