

1 Q. **Reference: Volume 1, page 2.45**

2 Hydro states (lines 14 to 15) *“Leveraging the use of technology within the organization supports*
3 *all aspects of Hydro’s business, mitigates operational risk, and enables the productivity of*
4 *Hydro’s workforce...”* Provide Hydro’s artificial intelligence strategy or describe Hydro’s progress
5 towards such a strategy, and how this strategy is designed to improve customer service and
6 enable the productivity of Hydro’s employees.

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9 A. Newfoundland and Labrador Hydro (“Hydro”) is in the early stages of implementing an
10 enterprise approach to Artificial Intelligence (“AI”) and has established the governance, policy,
11 evaluation criteria and processes to support the responsible adoption of AI technologies.

12 Hydro continues to assess AI usage and opportunities across the organization to identify
13 business use cases that improve operational effectiveness and employee productivity, while
14 ensuring compliance with regulatory, legislative, privacy, cybersecurity, and information
15 protection requirements.

16 For examples on how Hydro utilizes technology, including AI, to improve customer service and
17 increase productivity, please refer to Chapter 2 of Hydro’s 2026 General Rate Application.