Q. **Reference: Volume I, Section 2.4.4, Issue Topic: System Reliability and Customer Operations**

Please discuss to what extent Hydro's asset management practices are informed by the International Organization for Standardization ("ISO") 55000 standard, or a similar standard, on asset management.

A. Newfoundland and Labrador Hydro's ("Hydro") asset management practices are informed by the principles of the ISO 55000 series, although Hydro is not certified and does not claim nor pursue full conformity. These principles are reflected in Hydro's risk-based, lifecycle approach to maintenance, capital planning and investment decisions, including consideration of asset condition, criticality, performance, cost and reliability.

In 2025, the Board of Commissioners of Public Utilities ("Board") engaged a consultant, EA Technologies, to perform a gap assessment against the ISO 55000 series of Asset Management Standards. While Hydro has reviewed a draft of the consultant's report, the final report has not yet been issued by the Board; therefore, Hydro cannot comment on the findings of this review.