

March 28, 2003

The Board of Commissioners of Public Utilities
Prince Charles Building
120 Torbay Road, P.O. Box 21040
St. John's, NL
A1A 5B2

ATTENTION: Ms. G. Cheryl Blundon
Director, Corporate Services and
Board Secretary

Dear Ms. Blundon:

Re: Order No. P.U. 7 (2002-2003)

Enclosed please find fifteen (15) copies of a report Policies – Regulated Activities (Index and Summary of Policies). This report is filed in compliance with paragraph 38 (v) of Order No. P.U. 7 (2002-2003), page 182 and page 156 of the Order.

Yours very truly,

Maureen P. Greene, Q.C.
Vice-President Human Resources, General
Counsel and Corporate Secretary

MPG/jc
Encls.



POLICIES - REGULATED ACTIVITIES (INDEX AND SUMMARY OF POLICIES)

Newfoundland and Labrador Hydro
March 28, 2003

Policies-Regulated Activities

Index and Summary of Policies

As of March 28, 2003

1. **CORPORATE (COR)**

1. **The Corporation**

Newfoundland and Labrador Hydro-Electric Corporation (abbreviation "Newfoundland and Labrador Hydro") was incorporated as an agent of Her Majesty in right of Newfoundland, effective January 1, 1975 by the Newfoundland and Labrador Hydro Act, 1975

2. **Directors & Officers**

Listing of Directors and Officers and Organizational Chart for Executives

3. **Corporate Powers and Duties (NLH)**

The Board of Directors of the Corporation is appointed by the Lieutenant-Governor in Council and the Board is authorized to exercise and discharge all the powers and duties of the Corporation, as set forth in the Hydro Corporation Act ("Act").

4. **Delegation of Powers and Duties**

The Board of Directors of Newfoundland & Labrador Hydro exercises all the powers and discharges all of the duties of the Corporations and administers and manages its business. The Chief Executive Officer, subject to the directions of the Board, shall be charged with the general direction, supervision and control of the business of the Board and the Corporation.

6. **Production Division Newfoundland and Labrador Hydro**

The Production Division's duties include the day-to day operation of the provincial electrical grid, which includes the dispatch of generating and transmission assets to meet the anticipated load with sufficient resources to ensure overall quality of supply and within accepted operating margins.

The Production Division is responsible for planning future generating, transmission and distribution facilities for provincial system growth. The Division also provides generating engineering services in support of the existing generating facilities and for construction of future sources.

The Production Division is responsible for the planning, operating and maintenance of the corporation's overall telecommunications and computing systems that support the enterprise.

9. **Transmission and Rural Operations Division**

The Transmission and Rural Operations Division has responsibility for operating and maintaining the Corporation's transmission, distribution and isolated diesel systems in the Province and providing Divisional Engineering support and Corporate environment and property services.

10. **Finance Division Responsibilities**

The Finance Division is comprised of four departments: Corporate Controller, Treasury, Customer Services, Corporate Affairs and Risk Management. It is responsible for providing related services to the Hydro Group.

11. **Human Resources & Legal Division Responsibilities**
The Human Resources & Legal Division is a central resource and service for the Hydro Group in labour relations, occupational, health & safety, staff development, personnel, human resources management, materials management, and legal services.
12. **Internal Audit Department Responsibilities**
Responsible for preparing and implementing a plan of internal audit activity within the Hydro Group of Companies which will consist of the examination, evaluation and reporting on the systems of internal control.
15. **Political Activity of Employees**
The Corporation recognizes the right of all employees to enter political life.
16. **Internet Access**
To ensure that the Hydro Group's network infrastructure and information resources are protected when providing Internet access to its employees and other authorized users.
17. **Electronic Mail System (Email) Usage**
To ensure that the Hydro Group's electronic mail system (Email) is used as a communication resource solely to support its business objectives.

2. **PUBLIC RELATIONS (PR)**

1. **Logos - Hydro Group of Companies**
Approved Logos will be distinctly displayed where Hydro Group property and printed matter is to be readily identified.
2. **Annual Report**
The Report of the Board and the audited financial statement, prepared as a requirement of the Act, will be included in an Annual Report published to meet the Corporation's financial and business needs.
3. **News Media Requests & Enquiries**
Information pertaining to the Hydro Group of Companies policies and activities will be prepared for release to the news media and general public through the Corporate Affairs Department.

3. **INSURANCE (INS)**

1. **Fire Protection & Prevention**
The Corporation shall maintain a high level of fire prevention standards by development and maintenance of a capable fire prevention organization in all plants, areas and offices.
2. **Risk Control Inspections**
A program of planned Risk Control inspections will be conducted with insurance company personnel to maintain a high degree of insurability and reduce the risk of loss.
3. **Claims**
The recovery of both insured and self-insured loss or damage claims will be actively pursued.

4. **Insurance - (General)**
Insurance will be purchased where coverage is obligatory to meet Trust Deeds, Contractual or legal requirements or to protect against catastrophic loss exposure. The normal level of loss expectancy will be self-insured.
4. **LEGAL (LGL)**
 1. **Documents Signed under Company Seal**
Documents signed under the Seal of any of the Hydro Group of Companies will be recorded and protected against risks of fire, theft, unauthorized access or loss.
 2. **Directors Fees**
The Hydro Group of Companies will pay director's fees as authorized by either Order of Council or by Company Resolutions.
 3. **Handling of Legal Matters**
All legal matters involving the Hydro Group of Companies shall either be undertaken by or performed under the authority and supervision of the Legal Division.
5. **THE MANUAL (MAN)**
 1. **Purpose of the Manual**
Document approved Hydro Group Policies and Procedures.
 3. **Maintenance of the Manual**
A master Manual and unissued Manuals will be maintained by and responsibility for their upkeep rests with, the Administration Supervisor.
 4. **Definition of Policy & Procedure**
A Policy is a definite course of action adopted for the sake of expediency.
 5. **Formulation of Policy by Divisions & Departments**
Division or Department policy formulation stems from the broader Hydro Group of Companies Policies.
 6. **Preparation of Policy and Procedure**
All Hydro Group Policy and Procedures will be issued by the Administration Supervisor.
 7. **Approval of Policy & Procedure**
All policy statements issued or revised by the Administration Supervisor will follow an approval process before implementation.
 8. **Review of Policy & Procedure**
Hydro Group of Companies Policy and Procedure will be reviewed and endorsed by the Policy and Procedure Committee prior to submission for final approval by the Management Committee.
 9. **Distribution of Additions or Revisions to the Policy & Procedure Manual**
Updates to the Manual will be distributed by the Administration Supervisor and made known as soon as possible by the recipients to all concerned.

6. **ADMINISTRATION (ADM)**

2. **Use of Passenger Vehicles**

Passenger vehicle transportation required for use by employee on Corporation business may be provided by fleet pool, rental or privately-owned vehicles.

3. **Assigned Fleet Vehicles**

The Hydro Group of Companies maintains a fleet of vehicles to facilitate the conduct of the Corporation's business.

5. **Forms Design & Procurement**

The procurement of forms will be centralized to ensure their efficient and economic use.

6. **Records Retention**

The Hydro Group shall provide for the scheduled retention of all records.

7. **Vehicle Credit Cards**

Credit cards for procurement of fuel, lubricants and vehicle maintenance expenses will be provided by the Corporation for fleet pool and assigned or long-term rental vehicles.

7. **FINANCE (FIN)**

1. **Authorization of Expenditures**

Capital and operating expenditures shall be within the annual budgets approved by the Boards of Directors (and in case of Hydro, Annual Capital Expenditures approved by the Public Utilities Board).

5. **Interest During Construction (I.D.C.)**

The Corporation includes interest during construction ("IDC") as an element of the cost of a capital project when expenditures are incurred prior to the asset being placed in service.

7. **Major Extraordinary Repairs**

The cost of major extraordinary repairs will be recorded as a deferred charge and amortized on the straight-line method over a five year period.

8. **Lease of Capital Assets**

The Hydro Group may lease rather than purchase capital assets when it is determined to be practical and economical.

9. **Rural Customer Security Deposits General Service Customers Only**

Security deposits equal to an estimate of two (2) months power bills, may be required from rural general service customers, before proceeding with the normal processing of the customer application for service.

8. **ACCOUNTING (ACC)**

1. **Responsibility Accounting**

The Hydro Group of Companies will exercise control of all operating expenditures and explain substantial variances from budget through the use of responsibility accounting.

All costs incurred as a result of the actions of a member of a Division or Department will, where practical, be charged to that Division or Department.

3. **Maintenance Work Orders**
Maintenance Work Orders will be used to accumulate the costs of major repairs or maintenance.
4. **Consistency in the Application of Generally Accepted Accounting Principles**
The Hydro Group of Companies shall follow generally accepted accounting principles in the preparation of financial statements. These principles shall be applied consistently from year to year.
5. **Vacation Pay Advances**
Vacation pay may be requested by permanent employees prior to their scheduled annual vacation.
8. **Fixed Assets - Units of Property**
Fixed assets of the Corporation are recorded on a Unit of Property basis as indicated in the Plant Ledger Manual.
9. **Capital Work Orders**
Capital Work Orders are used to record the cost of additions, improvements or modifications to fixed assets; the cost of leasehold improvements and the cost of pre-engineering, feasibility, environmental or special studies to be amortized over a period in excess of one year.(For a more detailed procedure, refer to P&P No.6.10 of the Project Management Policy and Procedure Manual.)
10. **Fixed Assets - Depreciation**
The Corporation provides for depreciation on the net capital cost of its assets put into service using either the sinking fund or straight line method, as applicable.
11. **Fixed Assets - Capital Spares**
The Corporation will include in the capital cost of fixed assets only the costs of essential major system spares. For a more detailed procedure refer to P&P No. 9.8 of the Project Management Policy and Procedure Manual.
13. **Recording of Leasehold Improvements**
The cost of leasehold improvements is recorded as a deferred charge and amortized over the remaining life of the lease.
14. **Recording of Feasibility, Environmental and Pre-Engineering Studies**
Feasibility, Environmental and Pre-Engineering Studies which relate to potential future capital programs and purchases shall be recorded as deferred charges.
15. **Progress Payments to Contractors**
All contracts will carry payment terms in accordance with this policy and payment will be made no earlier than the last day of the contract terms.
16. **Recording of Acquisition/Development and Implementation Costs for Computer Software**
The Corporation will record as a deferred charge the costs associated with the acquisition/development and implementation of computer software instances where projected costs exceed \$25,000.
17. **Forecasts of Operating Expenses**
The Hydro Group of Companies shall maintain timely and accurate forecasts of annual expenses. Forecasts will be prepared by all employees who have budgetary responsibility.

9. **TREASURY (TRE)**

1. **Petty Cash Systems**

IMPREST ACCOUNT

The issuing of cheques drawn on The Imprest Account is authorized for the Corporation's Head Office, Area Offices and principle Generating Stations, and may be authorized for other Corporation Offices as deemed practical.

PETTY CASH FLOATS

Cash Floats may be advanced to designated employees in the Corporation's Head Office, Area Offices and principle Generating Stations for payment of small authorized purchases of goods and services. Such payments will be made only in circumstances where use of a purchase order is considered less economical, efficient and convenient.

RURAL PETTY CASH ADVANCES

A nominal cash advance, not exceeding fifty dollars (\$50.00) may be made to designated employees whose work location is isolated from an Area Office. Such cash advances are to provide an efficient and convenient means of paying for small authorized purchase of goods and services made on behalf of the Corporation.

2. **Lost Debenture Coupon Claims**

One year after the due date the Corporation may pay claims for lost debenture coupons upon presentation of an approved bond of indemnity, provided that the coupons are outstanding on the Corporation's books.

10. **RATES (RAT)**

11. **INTERNAL AUDIT (INT)**

1. **Internal Audit Program and Authority**

A comprehensive internal audit program will be pursued which will examine and evaluate the effectiveness of the system of internal control, and provide management at all levels of the Hydro Group with information to assist in their control of the assets and operations for which they are responsible.

12. **EMPLOYEE RELATIONS (EMR)**

2. **Normal Hours of Work**

The hours of work at each location will be determined by the Corporation, but will generally be consistent with common practice within the utility industry

3. **Paid Holidays**

The Hydro Group recognizes the following days as paid holidays

4. **Annual Vacation**

All eligible employees of the Hydro Group of Companies (other than employees covered by a Collective Bargaining Agreement who should refer to the appropriate clause in their Agreement) are granted annual vacation with pay in accordance with the following procedures.

5. **Dismissal for Cause**

The Hydro Group of Companies shall dismiss an employee for just cause.

6. **Participation on Community Public Boards and Councils**
The Hydro Group of Companies encourages its employees to participate on Community Public Boards and Councils and may grant time off from the normal hours of work to employees who are required to attend any extraordinary meeting. Public Boards and Councils are those pursuant to legislation.
7. **Enquiries Concerning Employees**
Enquiries concerning personal information about Hydro Group employees is confidential and must be referred to the Human Resources Department
8. **Conflict of Interest**
The Corporation is an agent of Her Majesty in Right of Newfoundland by virtue of the Hydro Corporation Act. As an agent of Her Majesty, the Corporation is required to comply with the provisions of the Conflict of Interest Act, 1995 and its regulations (the "Act").
In addition, the Hydro Group of Companies does not condone or approve employees' off-duty work activities which cause them to be in a conflict of interest position and/or where an employee's access to the private use of facilities owned or controlled by the Hydro Group of Companies would facilitate unfair competition. It is essential that positive action be taken to protect the Hydro Group of Companies and employees' interests.
9. **Social Clubs**
The Corporation recognizes employee social clubs and is prepared to assist financially.
10. **Annual Sports / Recreation Events**
The Hydro Group of Companies either financially supports or sponsors designated annual sports events and will grant approved leave with pay for travel time in order that employees can participate.
11. **Travel Expenses**
Employees, when required to travel for the Hydro Group, will be reimbursed in accordance with the following procedures for authorized expenses incurred. (Employees covered by a Collective Agreement should refer to the appropriate clause in their Agreement)
13. **Salary Administration**
The Hydro Group of Companies will compensate its employees at a level that is competitive with salaries being paid for comparable positions within appropriate labour markets outside the Hydro Group and in a manner which properly reflects differences in job responsibilities and in performance.
14. **Harassment in the Work Place**
Every employee of the Hydro Group can expect to be treated fairly in an environment free of harassment. Any behaviour which denies individuals their dignity and respect, will not be tolerated. Harassment of an employee, customer or client in the performance of duties constitutes an act of misconduct.
17. **Membership Fees in Professional Organizations**
The Hydro Group of Companies recognizes that membership in business, technical and professional organizations can be of benefit to the Hydro Group as well as to the professional development of the employee, therefore it will support such memberships where it can be identified that the employees' classification requires membership.

18. **Dishonest or Fraudulent Activities**
The Hydro Group has established a formal process to deal with suspected fraud.

13. **EMPLOYEE BENEFITS AND PROCEDURES (EBP)**

1. **Labrador Allowances**
Corporation employees whose permanent work location and residence is in Labrador may qualify a Labrador Allowance. This Policy does not apply to CF(L)Co. Employees.
2. **Overtime or On-Call Compensation**
The Hydro Group will pay non-union employees compensation for extra hours worked within the limits of this policy and procedure, except resident field staff who are covered in PMRS Policy and Procedure #11.5. Overtime will not normally be paid to senior supervisory staff as their salary includes provision for the performance of duties outside of normal working hours. However, compensation may be granted to this staff in accordance with this policy when overtime requirements become significant but not when they occur on a casual basis or in a manner that is incidental to the job.
3. **Canadian Electrical Association Membership and Attendance**
The Corporation recognizes the Canadian Electrical Association through corporate and individual membership and by encouraging appropriate participation of its employees in Section Membership.
4. **A.E.T.T.N. Annual Convention**
The Corporation recognizes the Association of Engineering Technicians and Technologists of Newfoundland and Labrador (A.E.T.T.N.) and will assist employees participating in the Annual Convention.
5. **Retirement Services**
The Hydro Group will provide retirement counselling services to retiring employees.
6. **Termination Remuneration**
Permanent employees are eligible for remuneration upon termination.
7. **Salary Continuance**
All permanent and term employees of the Hydro Group are eligible for income protection from the date of commencement of employment. Employees covered by a Collective Bargaining Agreement should refer to the appropriate clause in their Agreement.
8. **Service Awards**
The Hydro Group recognizes long term services for permanent employees.
9. **Employee Assistance Program (E.A.P.)**
The Hydro Group of Companies offers an Employee Assistance Program to provide assistance in obtaining guidance and counselling to employees with a human problem which adversely affects their job performance
10. **Sick Leave Reporting and Administration**
A sick leave administration program is provided for all permanent and term employees who are unable to work on a scheduled working day or shift due to non-occupational illness or injury. Employees covered by a Collective Bargaining Agreement should refer to the appropriate clause in their Agreement.

11. **Leave of Absence**
The Hydro Group of Companies may provide a leave of absence to employees for various purposes as designated below. Employees covered by a Collective Agreement should refer to the appropriate clause in their agreement.
 12. **Employment Equity**
The Newfoundland and Labrador Hydro Group is an equal opportunity employer and bases its recruitment, selection and career advancement within the organization on merit. However, to achieve equality in the workplace so that no person is denied employment opportunities and benefits unrelated to ability, the Hydro Group of Companies supports Employment Equity. Planned measures and initiatives will be identified to accommodate differences and to correct the conditions of disadvantage in employment experienced by women, aboriginal peoples, persons with disabilities and visible minorities.
 13. **Pension, Sickness, Accident & Life Insurance**
The Hydro Group of Companies provides a comprehensive Group Insurance and Pension Plan for its employees.
 14. **Termination of Employment - Administrative Requirements**
The Human Resources Department will ensure that relevant administrative procedures are followed in order that accurate and timely settlement of accounts and benefits is achieved upon termination of employment for all permanent and term employees.
 15. **HIV and AIDS in the Work Place**
The Hydro Group recognizes that employees with Human Immunodeficiency Virus (HIV) infection and Acquired Immune Deficiency Syndrome (AIDS) shall be treated like any other employee with a chronic, disabling, or life-threatening illness and shall not be discriminated against.
 16. **The Hydro Group Scholarship Program**
Two Hydro Group Scholarships will be awarded to dependent children of permanent employees, retirees or deceased employees who are full-time students completing the third year of the senior high school program.
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14. **LABOUR RELATIONS (LAB)**
 1. **Union Recognition**
The Hydro Group of Companies recognizes the Union Locals listed below as sole Bargaining Agents for those employees of the Hydro Group of Companies who form part of Bargaining Units.
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15. **RECRUITMENT (REC)**
 1. **Requisition for Personnel (Permanent Positions)**
A Requisition for Personnel must be approved to initiate the filling of any permanent position with the Hydro Group.
 2. **Recruitment, Selection and Orientation**
The Hydro Group's recruitment, selection and orientation process will ensure that the individual being hired is best suited in terms of job related education and training, experience and personal suitability for the position to be filled.

3. **Advertising of Vacant Positions**
In order to attract the most qualified job applicants to fill available employment opportunities, the Hydro Group will normally post positions internally and advertise externally.
 4. **Interview Expenses**
Candidates who are requested to attend interviews in respect of recruitment and selection for a position with the Hydro Group of Companies will be reimbursed for all reasonable expenses incurred.
 5. **Medical Examinations**
A satisfactory medical examination is a prerequisite to permanent employment. Term and temporary employees may be required to have a medical examination if they are hired for a period in excess of three (3) months.
 6. **Hiring of Term and Temporary Employees**
Term and temporary employees will be hired where work requirements cannot be completed by the Corporation's regular work forces.
 7. **Relocation Expenses**
The Corporation may pay relocation expenses, as defined, when it requests an employee, including a newly recruited employee, to relocate.
 8. **Co-operative Education Program**
The Hydro Group shall assist in the development of post-secondary students through participation in selected Co-operative Education Programs.
16. **SAFETY (SAF)**
1. **Personal Protective Equipment**
The Hydro Group requires all employees to wear approved Personal Protective Equipment (PPE) while working in designated work areas and while performing tasks where the use of PPE is compulsory.
 2. **Corporate Safety Advisory Committee (CSAC)**
To ensure the Safety, Health and Welfare of its Employees the Hydro Group of Companies require that safety policies and safe working practices are developed, reviewed and encouraged by representatives of each department. To this end the Corporate Safety Advisory Committee will be established to carry out this function.
 3. **Safety & Fire Inspections**
The Hydro Group of Companies shall maintain high safety and fire prevention standards by conducting regular inspections.
 4. **Accident/Incident/ Hazardous Condition Reporting & Investigation**
All accidents, incidents and hazardous conditions occurring on Hydro Group business resulting in loss or with the potential of causing loss to the Hydro Group, shall be reported and investigated.
 5. **Fire Protection & Prevention**
The Hydro Group of Companies shall maintain a high level of fire prevention standards by development and maintenance of a capable fire prevention organization in all plants, areas and offices.
 6. **Safety Performance Awards**
The Hydro Group promotes a Safety Performance Award Program to acknowledge excellence in safety performance by individual employees.

7. **Noise Level Surveys and Noise Protection**
The Hydro Group shall inform its employees of excessive noise levels in the workplace and provide working conditions and protective equipment to reduce the levels of exposure to those established by the Occupational Health and Safety Act & Regulations.
 8. **Eye Protection Program**
The Hydro Group Eye Protection Program will reduce exposure to the hazards in the work environment associated with eye injuries. Appropriate safety eyewear will be supplied to employees who are required to perform tasks or work in locations where the use of eye protection is required.
 9. **Safety Footwear and Protective Clothing Allowance/ Reimbursement**
The Corporation will provide financial assistance to employees who, by the nature of their work, are required to purchase safety footwear and/or protective clothing. Employees covered by a Collective Agreement should refer to the appropriate clause in their Agreement.
17. **STAFF DEVELOPMENT (STA)**
1. **Training**
The Hydro Group recognizes the need for all employees to be provided with appropriate training and skill development in order to perform their jobs in a safe and efficient manner and will financially support training identified through the approved Corporate training process.
 2. **Apprenticeship Training**
The Hydro Group will engage and train apprentices through the Apprenticeship Training Program.
 3. **Student Placement for on the Job Training**
The Hydro Group of Companies supports On-The-Job Training experiences for students of Public and Private Learning Institutions.
18. **INFORMATION SYSTEMS and TELECONTROL (IS&T)**
3. **Installation of Software from Third Party Systems**
The Hydro Group preserves its software architecture by only installing legal, approved, and properly licensed software in its infrastructure.
 4. **Remote Communications**
To ensure that remote access to all Hydro Group's networks is strictly controlled and protected and standards are defined which minimize the potential exposure that may result from any unauthorized use of this resource.
19. **MATERIALS MANAGEMENT**
20. **PROCUREMENT (PRO)**
1. **Procurement of Goods & Services**
The Hydro Group procures its material and service requirements in a competitive, and cost efficient manner, consistent with good business practices. Hydro is committed to and will encourage local supplier development.

11. **Employee Computer Purchase Program**
The Hydro Group will assist qualified employees to purchase home use IBM compatible computers, related hardware and software up to \$3,600.00. Amounts advanced together with interest are to be repaid through payroll deductions.
21. **MATERIALS CONTROL (MAT)**
 1. **Additions to Inventory**
Requests to add items to inventory for the Hydro Group are submitted to the Materials Management Department for review and approval.
 2. **Requisitioning Materials Inventory**
Maintenance materials or capital spares issued from Inventory must be supported by an Inventory Requisition.
 3. **Receiving - Materials & Services**
Materials and services received by the Hydro Group are to be reported within 5 working days. Materials must be in accordance with item description on the Purchase Order. Whenever practical materials are to be shipped to the Central or satellite warehouse location for receiving and distribution to requestor. However, when materials are shipped directly to requestor the same procedure applies.
 4. **Physical Inventory Counts**
Physical inventory counts for the Hydro Group are conducted at each warehouse and satellite store location to verify materials on hand. Physical counts are conducted annually at warehouse locations and every two years at satellite stores. Inventory counts are conducted using Cycle Count process.
 5. **Third Party Sales**
The Hydro Group will upon request, and based on lack of vendor availability, sell inventory items to third parties providing there is sufficient quantities on hand to meet the needs of the Hydro Group.
 6. **Return of Material to Vendor**
Material returned by the Hydro Group to a vendor is co-ordinated through a primary receiving/shipping station and the Vendor.
 7. **Return of Material - Salvage Stores - Bishop's Falls**
The Corporation controls salvageable, surplus or scrap materials from Regions, Plants and Capital Projects. Before materials are returned to inventory and applicable account codes are credited, the materials must comply with Materials Management stocking criteria, and meet inventory standards. The inventory items being returned must be properly identified and documented.
 8. **Returnables - Reels, Drums & Pallets**
The Corporation will control its stock of returnables - reels, drums and pallets to minimize losses on deposits charged by vendors.
 9. **Receipt, Issue & Control of Personal Computer (P.C) Equipment**
Personal Computer equipment within the Hydro Group shall be controlled with a Hydro Group Asset Number (Information Centre Number) being attached to each computer and printer.

22. **INVESTMENT RECOVERY (INR)**
1. **Investment Recovery**
Investment recovery for surplus materials and equipment for the Corporation will be carried out either by direct sale, public auction or public tender. The primary method of disposal is public auction.
23. **STORES (STO)**
1. **Issue and Control of Tools and Equipment**
All tools and equipment shall be kept under control and stamped or marked with the appropriate official Hydro Group logo. Master lists shall be maintained in each regional office.
24. **ENVIRONMENT (ENV)**
1. **Environmental Management**
The Hydro Group is to maintain a comprehensive environmental management system consistent with the International Organization for Standardizations (ISO) 14001 standard.
 8. **Acquisition of Real Estate**
The Hydro Group will acquire real estate required to meet its operational and development needs.
25. **ENGINEERING & CONSTRUCTION (ENG)**
1. **Engineering Standards Review Committee**
The Engineering Standards Review Committee is responsible for reviewing all technical standards as they are developed by various committees to ensure they meet the objectives of the Hydro Group with respect to sound engineering practices.
 2. **Engineering Document Controls**
The Hydro Group will use formalized procedures for the preparation, control, stamping and sealing of Engineering documents and drawings.
 3. **Applications of Engineering Design Standards**
The Hydro Group will review all Engineering Standards.
 4. **Requests for Engineering Design Information by Outside Organizations**
The Hydro Group considers Engineering Design Information to be intellectual property and subject to controlled release.
26. **PROJECT MANAGEMENT (PRM)**
27. **ENGINEERING DESIGN (EDN)**

28. **FINANCIAL PLANNING (FIP)**

1. **Financial Planning**

The Hydro Group has as one of its financial objectives the maintenance of a sound financial position, consistent with a favourable credit rating in the financial markets of the world. In implementing this policy, the Hydro Group is mindful of its service objectives which include the provision of reliable electrical power and energy to its customers at the lowest practical rates.

2. **Forecasting Net Income**

The Hydro Group shall maintain up-to-date forecasts of annual net income.

29. **ECONOMIC ANALYSIS (EA)**

1. **Demand Side Management**

Newfoundland and Labrador Hydro shall encourage the efficient use of electricity by all customers through the promotion of conservation and load management programs and initiatives.

30. **SYSTEMS PLANNING (SYP)**

31.

32. **TELECONTROL (TEL)**

1. **Acquisition and Control Licensed Radio Communications Equipment**

All Corporation requirements for radio communications equipment shall be co-ordinated through the Telecontrol Department.

The Federal Department of Communications (DOC) requires that all radio system equipment leased, rented, or owned and operated by Newfoundland and Labrador Hydro be duly licenced.

2. **Requests for Public Mobile Telephone Service**

All Corporation requirements for Public Mobile Telephone Services shall be processed and co-ordinated through the Telecontrol Department. This includes any services required by consulting engineering companies involved on Corporation capital projects.

33. **CUSTOMER SERVICE (CS)**

1. **Public Announcement of Hydro Rural Operations Service Interruptions**

Hydro Rural customers shall be informed by public announcement of prolonged power interruptions.

2. **Contribution in Aid of Construction**

Contribution in Aid of Construction (CIAC) Policy: Distribution Line Extensions and Upgrades (as approved by the Public Utilities Board for Newfoundland Power)

3. **Customer Power Invoices**
The Corporation shall produce all power invoices to its customers in the most expeditious and correct manner, and shall keep all customers informed of changes or adjustments which occur.
 4. **Major Customer Revenue Metering Duplication Requirements**
Each revenue metering point for a major customer (typically greater than five (5) megawatts) shall have an alternate means available to determine or estimate meter readings required for billing purposes in the event the "primary" metering equipment malfunctions.
34. **CUSTOMER ACCOUNTS (CA)**
1. **Customer Power Service Disconnection for Non-Payment of Account**
After all reasonable efforts have been made to collect an overdue account, power service may be disconnected until the account is paid in full.
35. **SYSTEM OPERATIONS (SYS)**
2. **Security of Major Generating Plants, Switchyards, Terminal Stations and Area Facilities**
All major Corporation facilities shall have a security system to control the movement of people and material, to monitor the flow of traffic and to provide protection to Corporation property.
 3. **Construction Safety for Extension to Facilities under the Jurisdiction of System Operations**
Operations Division shall act as co-ordinators for extensions to existing electrical energy generation and transmission related facilities.
 4. **Dam Safety Program**
The Hydro Group, while fulfilling its responsibility to provide reliable electrical energy to the Province, shall meet its responsibility to the public relating to the safe operation and maintenance of dams and hydraulic structures.
36. **DISTRIBUTION (DIS)**