

1 Q. **Grant Thornton's Prefiled Evidence**

2 Page 45, lines 1-3 – Please provide a copy of the consultant's reports and
3 recommendations resulting from the Business Process Improvement project
4 undertaken in 2002, and management's plans with respect to the
5 consultant's recommendations.

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8 A. In 2002 Hydro hired a consultant to act as the catalyst (skills and knowledge
9 transfer) in starting a formal business process improvement initiative. There
10 were no reports issued by the consultant.

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12 Further information on the status of the initiatives is contained on pages 23
13 and 24 of the Finance and Corporate Services Pre-filed Evidence.