

1 **Reference: Section 1: Introduction**

2
3 **Q. Describe any organizational changes that have occurred since the last general rate**
4 **application in 2019 and provide the most recent organizational charts for**
5 **Newfoundland Power.**

6
7 A. The following organizational changes have taken place since the *2019/2020 General Rate*
8 *Application*.

9
10 In 2019, a new role of Director, Business and Regulatory Affairs was created under the
11 responsibility of the Vice President, Finance and Chief Financial Officer (“CFO”). This
12 included responsibility for Regulation, as well as overall Business Planning and
13 Development.

14
15 In 2020, the responsibility for Human Resources was moved from the Vice President,
16 Customer Operations to the CFO and the responsibility for Corporate Communications
17 was moved from the Vice President, Customer Operations to the President and Chief
18 Executive Officer. In addition, there were movements among the Directors for certain
19 responsibilities.¹

20
21 In 2021, a new temporary role of Director, Customer Information System (“CIS”) Project
22 was created to lead the implementation of the Company’s CIS Project.²

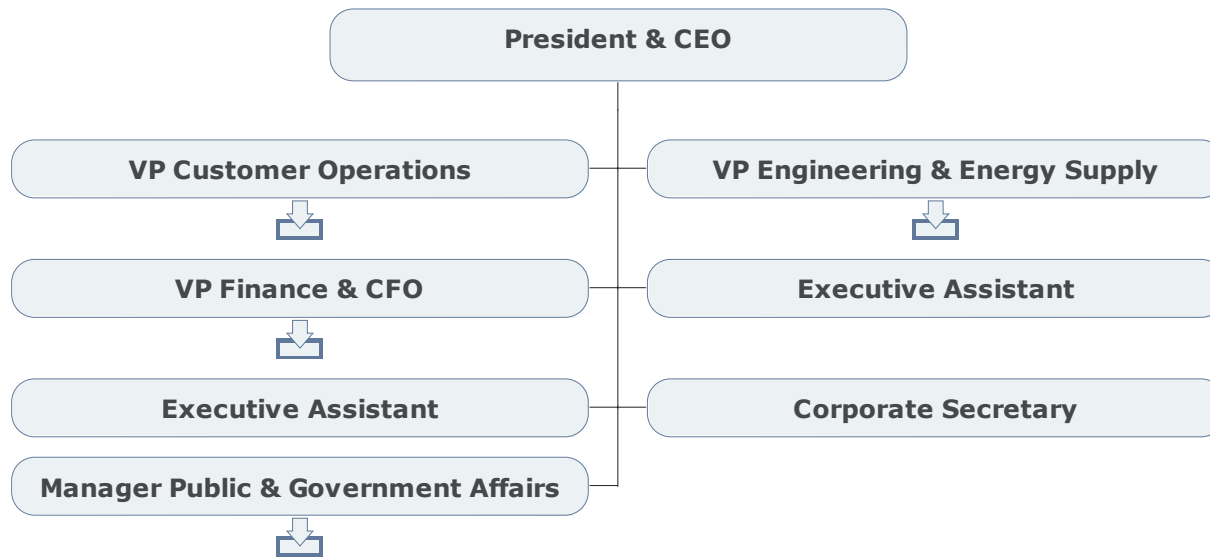
23
24 Attachment A contains a copy of Newfoundland Power’s organization chart as of
25 August 17, 2021.

¹ For example, the former Director, Operations was responsible for the System Control Centre, Generation and Electrical Maintenance, and Safety and Environment. Responsibility for the System Control Centre was moved to the Director, Technology and System Control Centre; responsibility for Generation and Electrical Maintenance was moved to the Director, Engineering; and Safety and Environment was moved to the Director, Western Region. Additionally, responsibility for Operations Technology was moved from the Director, Eastern Region to a new role for Director, Operations Support.

² Additionally, on a temporary basis, the responsibility for Energy Conservation was moved to the Director, CIS Project and responsibility for Customer Relations was moved to the Director, Operations Support.

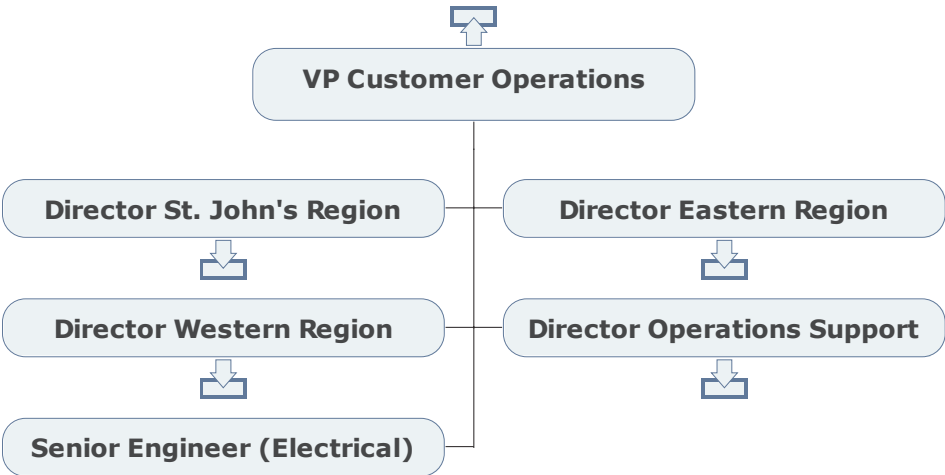
**Newfoundland Power's
Organization Chart as of August 17, 2021**

EXECUTIVE

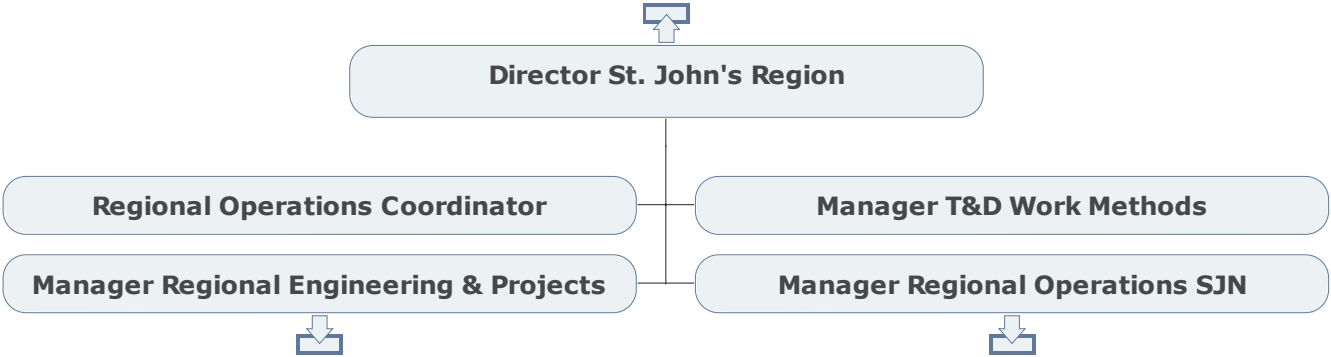


August 17, 2021

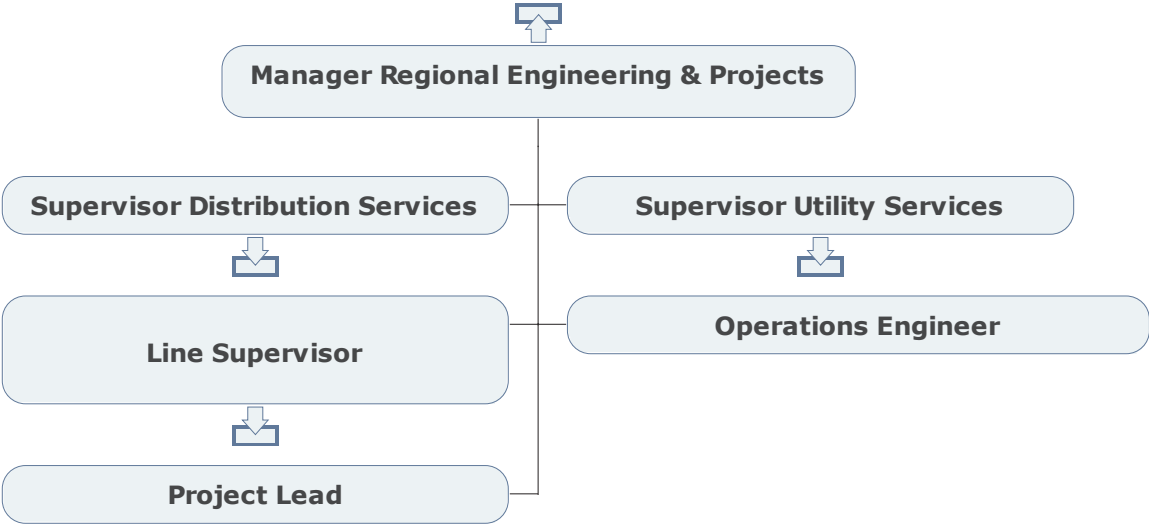
CUSTOMER OPERATIONS



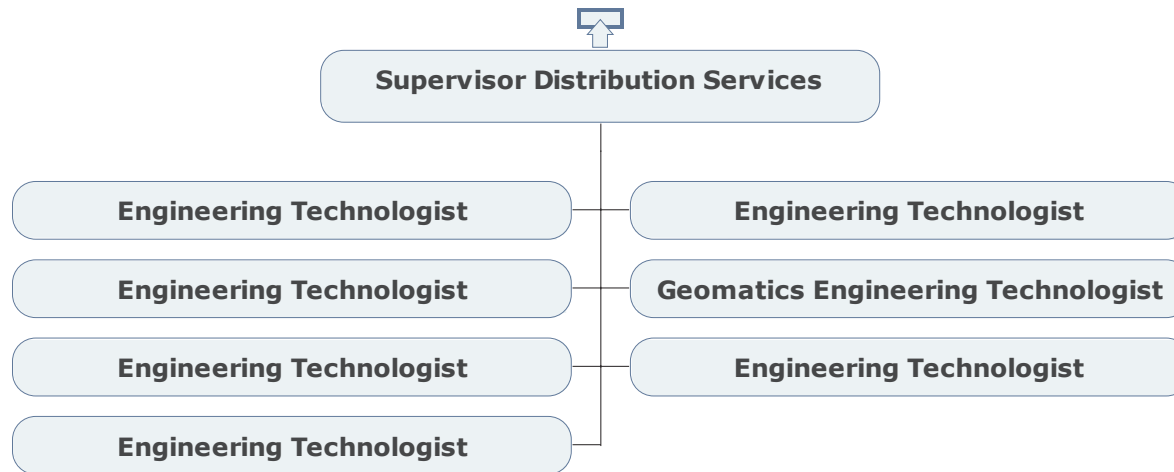
CUSTOMER OPERATIONS ST. JOHN'S REGION



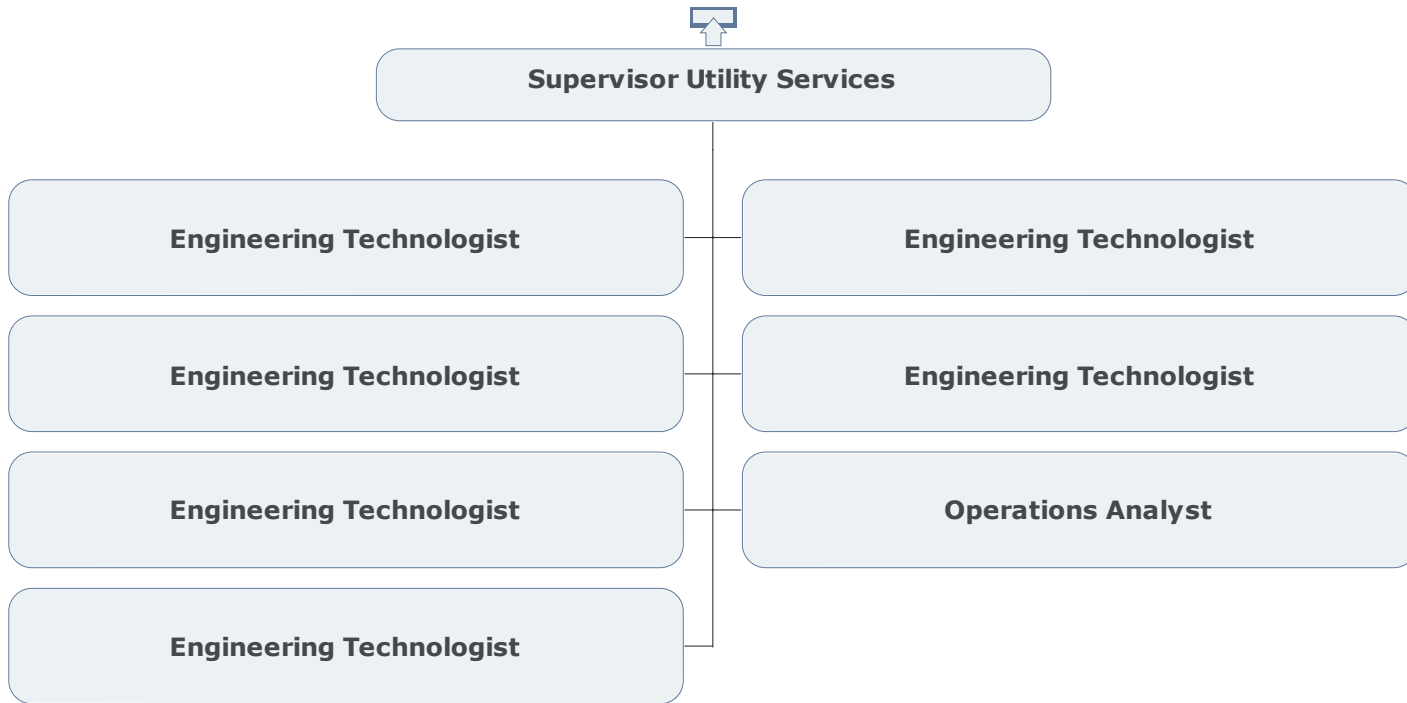
CUSTOMER OPERATIONS REGIONAL ENGINEERING & PROJECTS



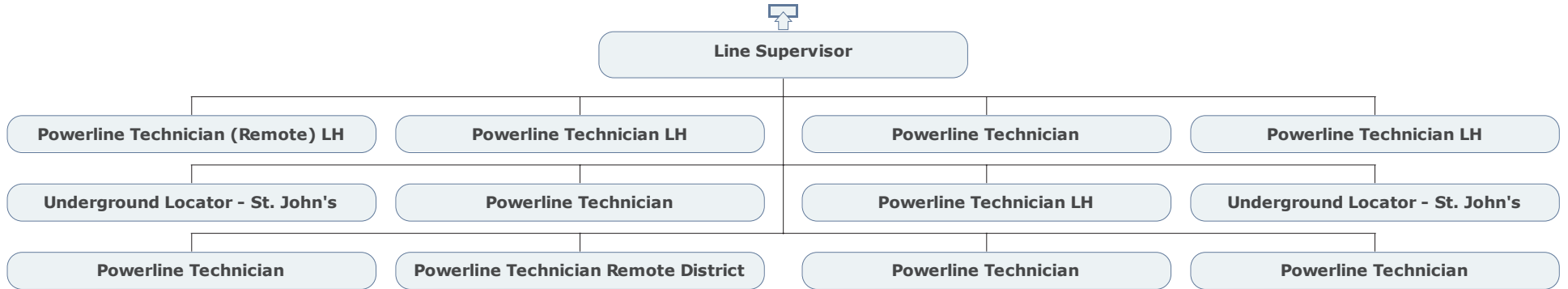
CUSTOMER OPERATIONS DISTRIBUTION SERVICES



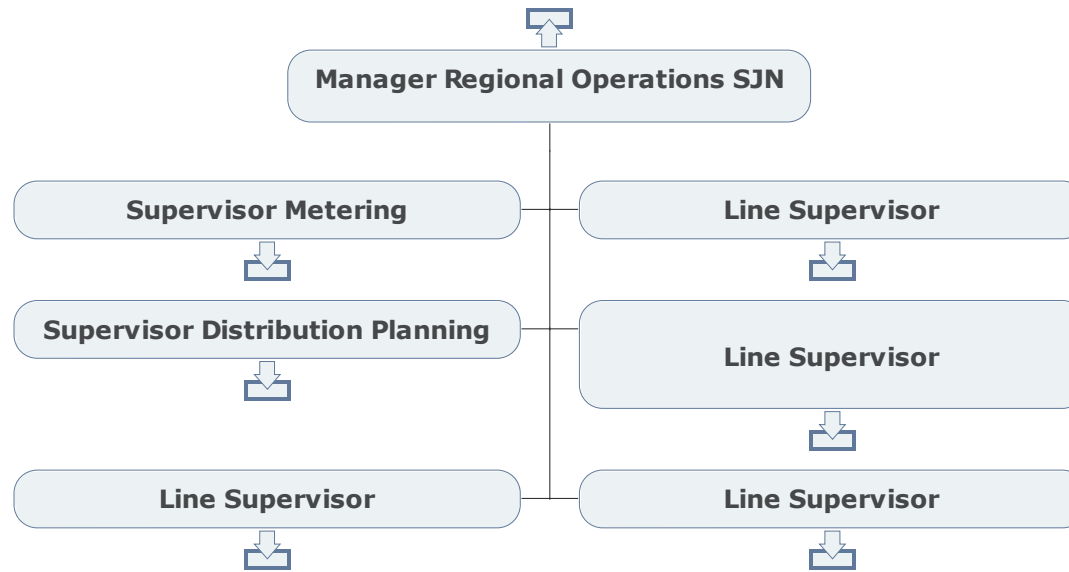
CUSTOMER OPERATIONS UTILITY SERVICES, ST. JOHN'S



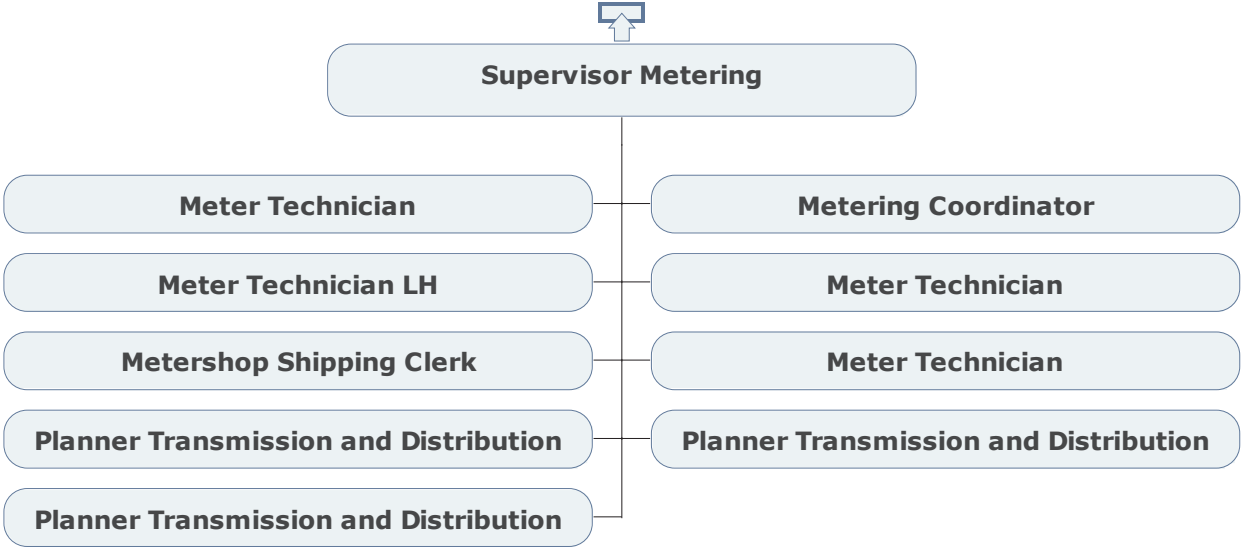
**CUSTOMER OPERATIONS
LINE DEPARTMENT, ST. JOHN'S**



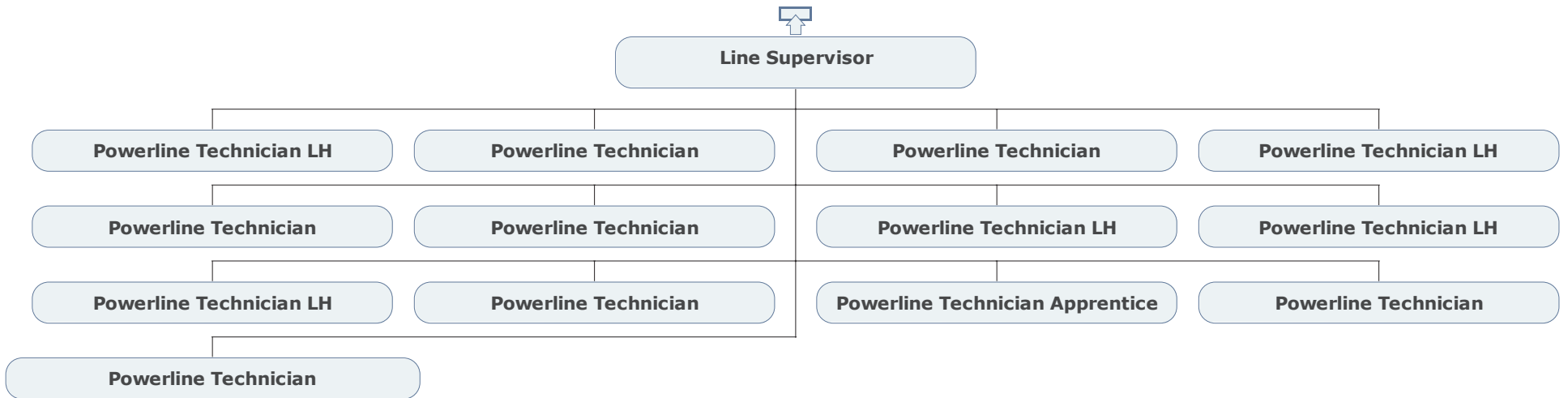
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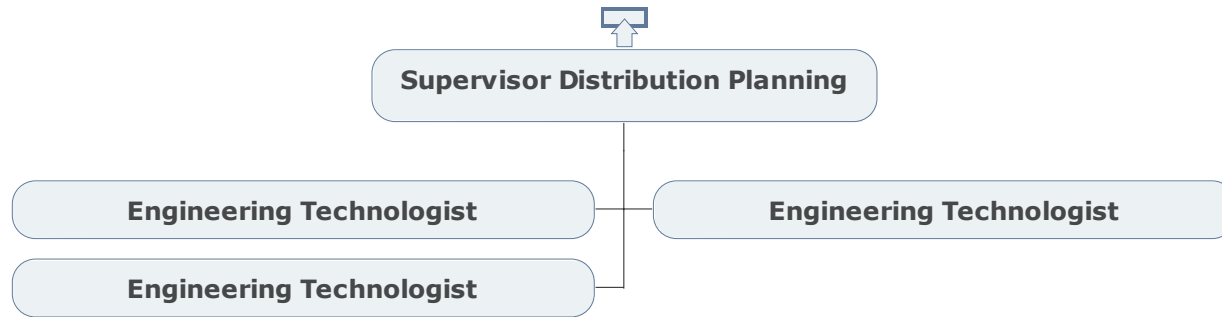
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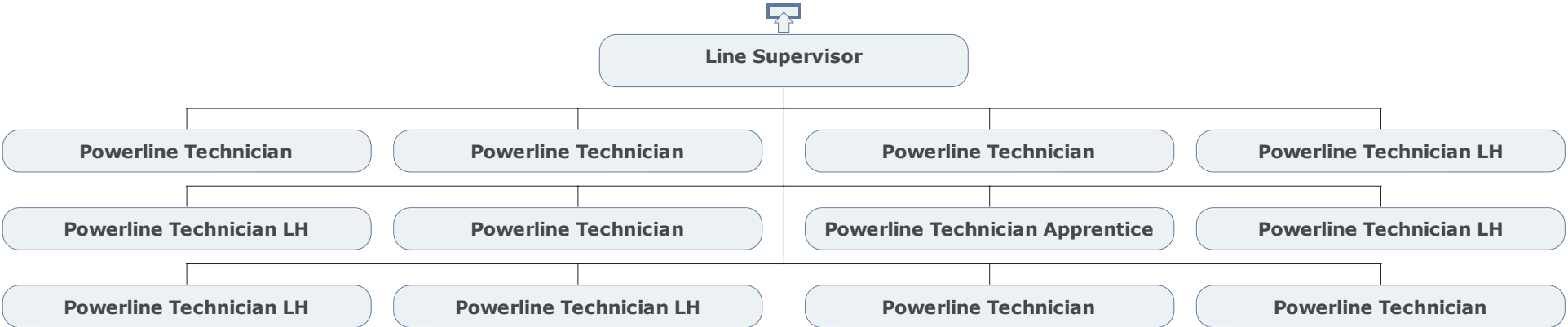
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LINE DEPARTMENT, ST. JOHN'S**



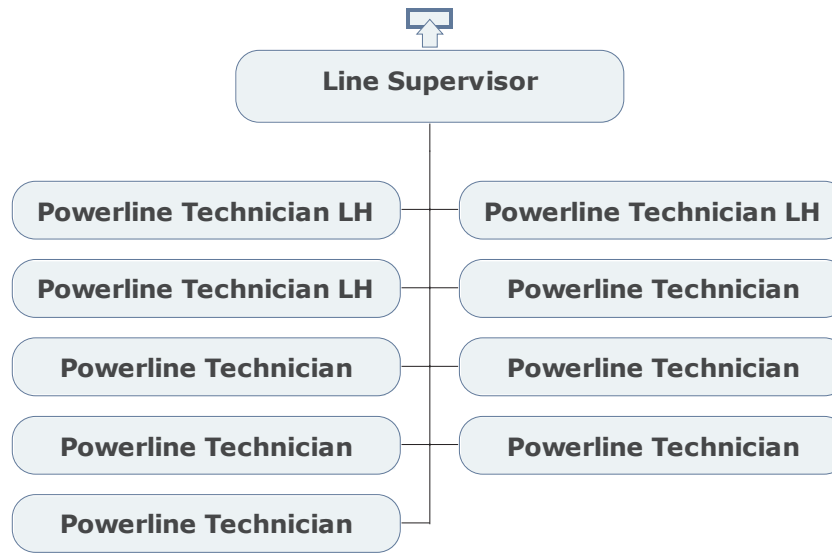
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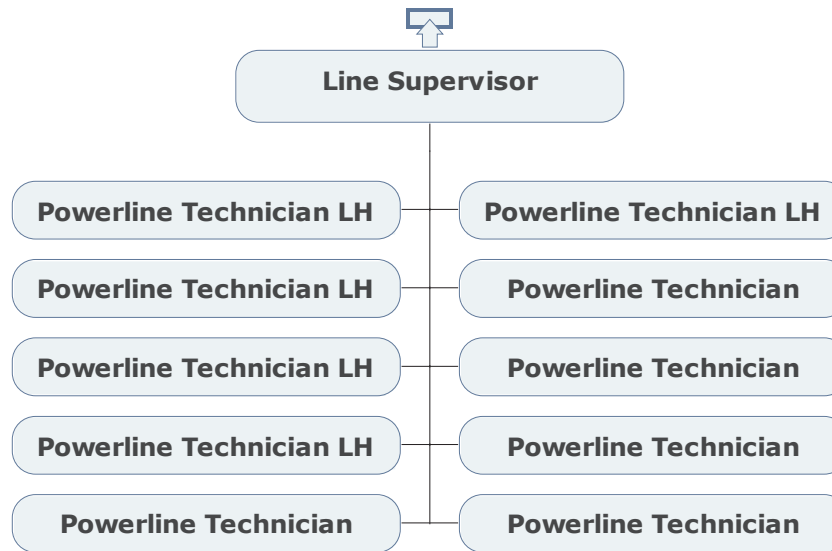
**CUSTOMER OPERATIONS
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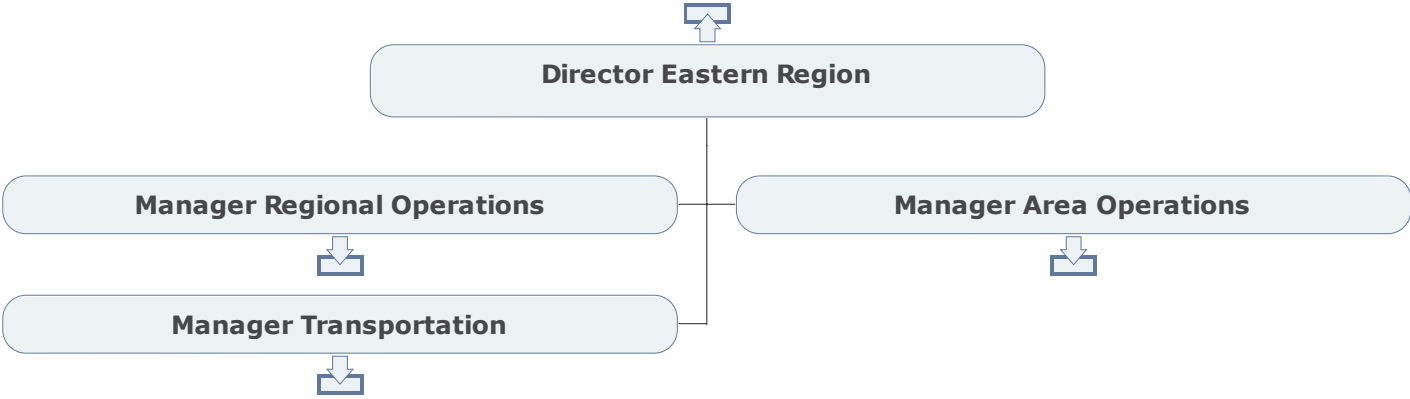
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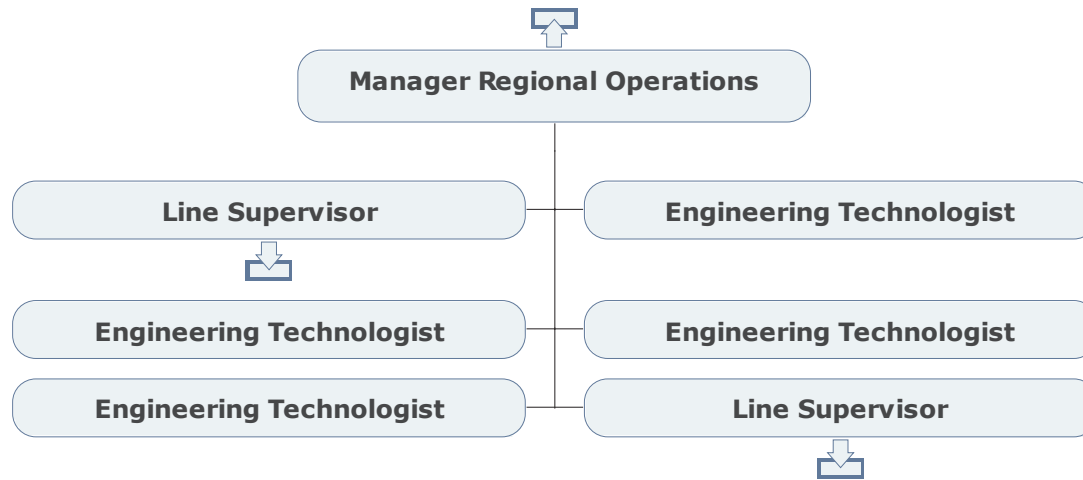
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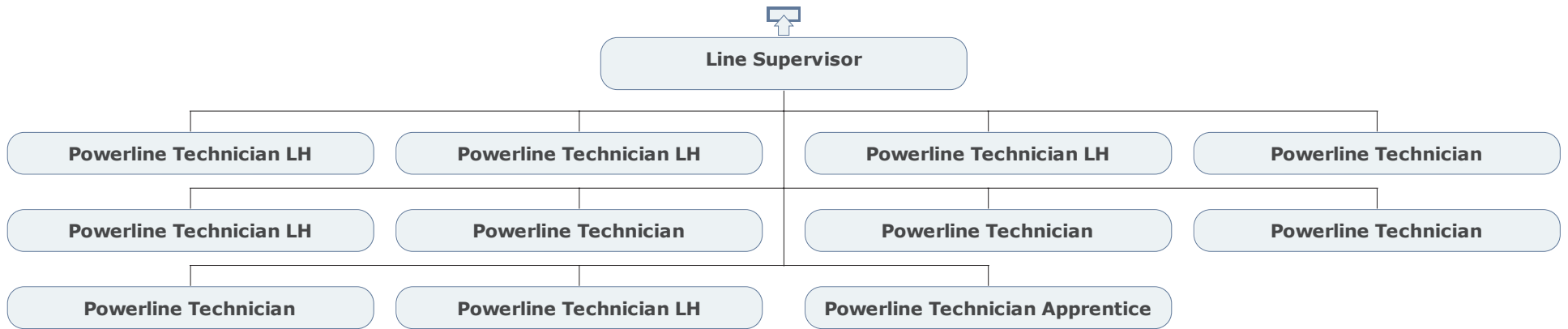
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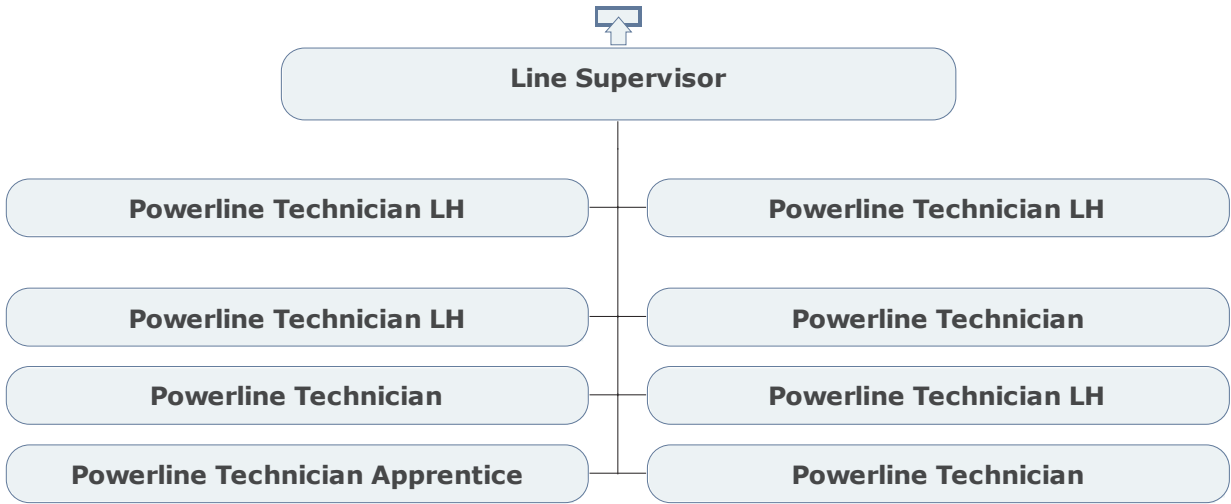
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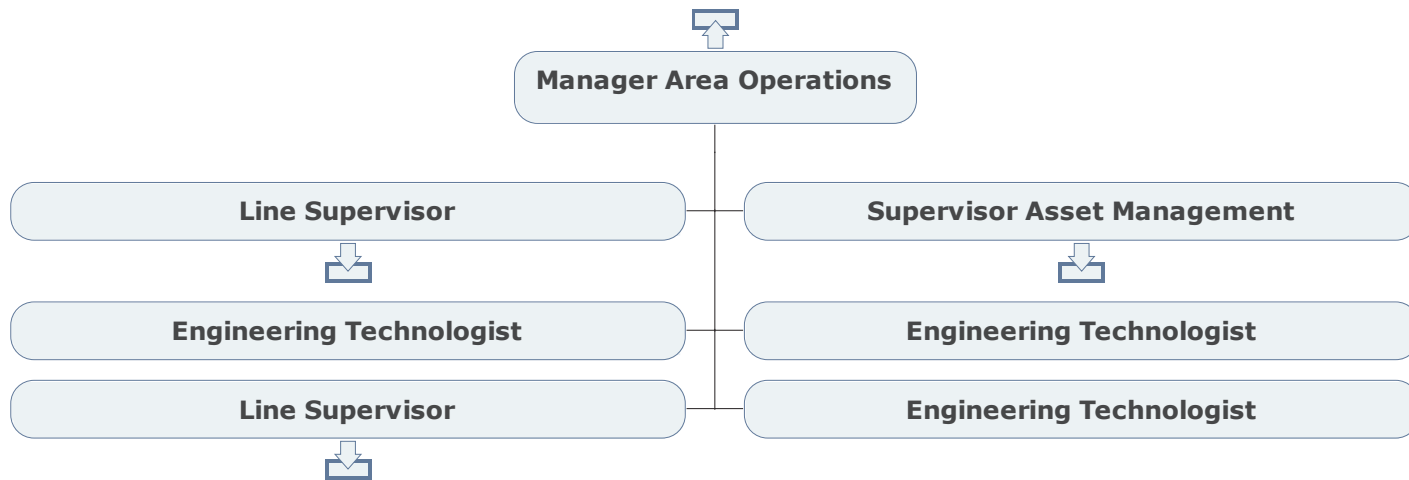
CUSTOMER OPERATIONS LINE DEPARTMENT, CLARENVILLE



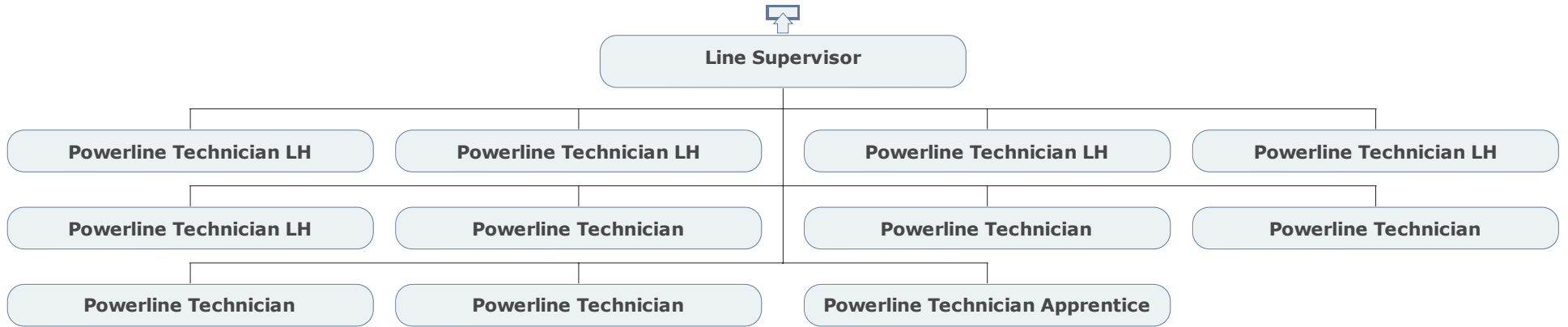
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CUSTOMER OPERATIONS REGIONAL OPERATIONS, CARBONEAR



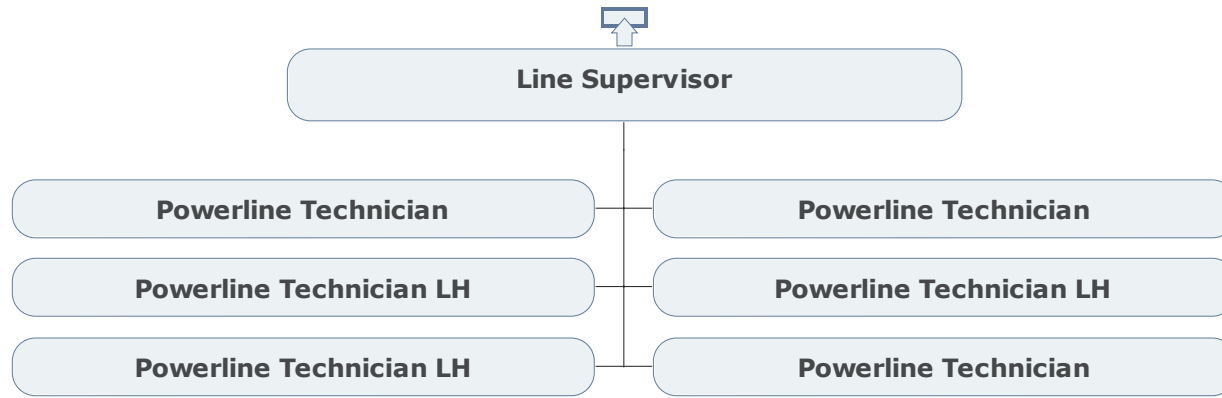
CUSTOMER OPERATIONS LINE DEPARTMENT, CARBONEAR



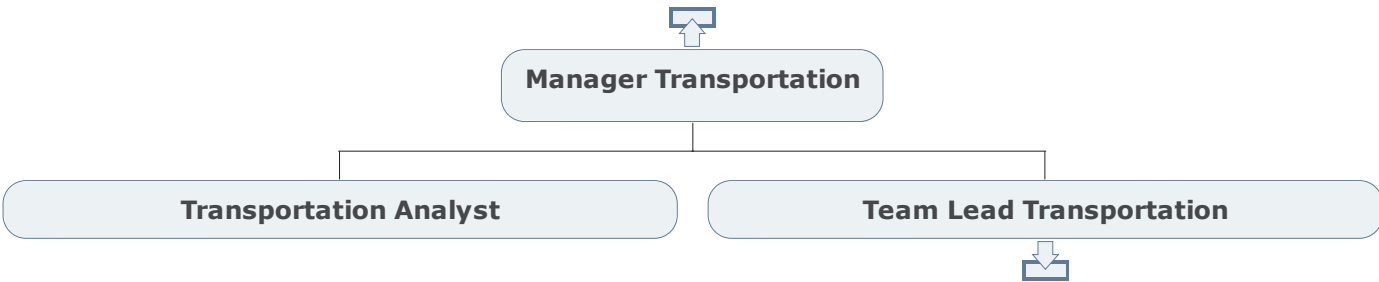
CUSTOMER OPERATIONS ASSET MANAGEMENT, CLARENVILLE



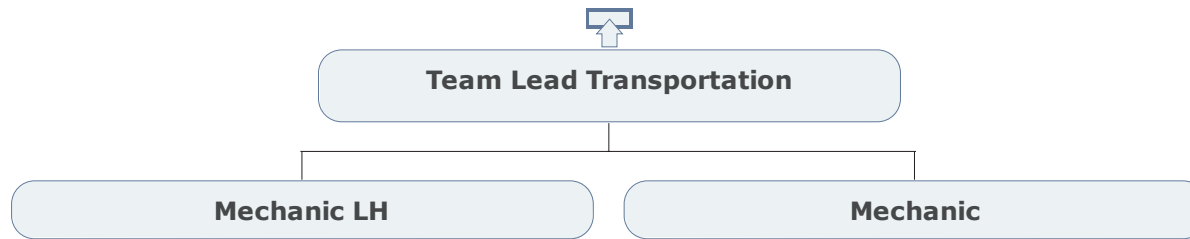
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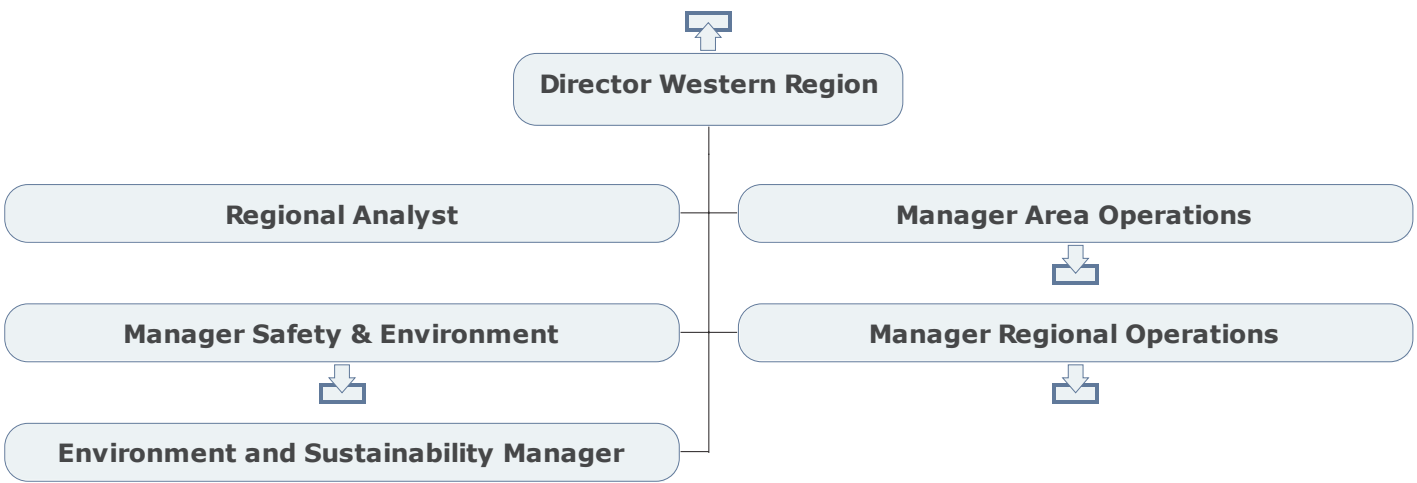
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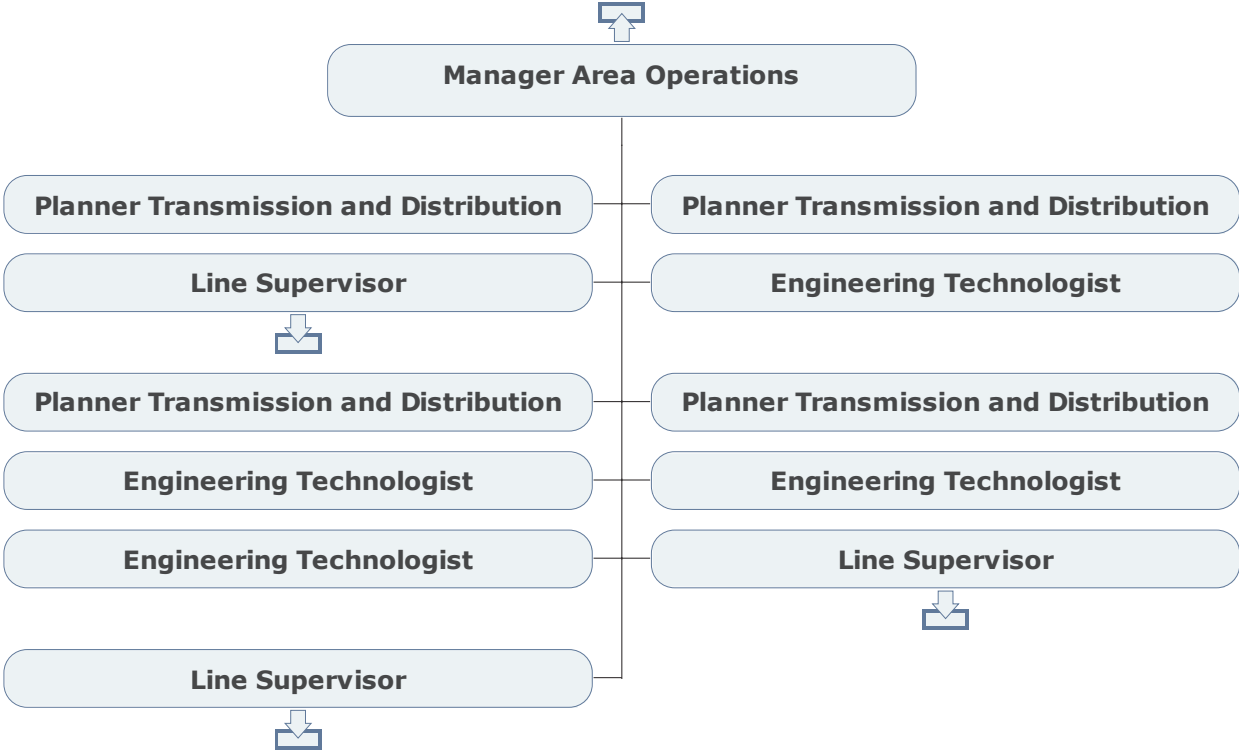
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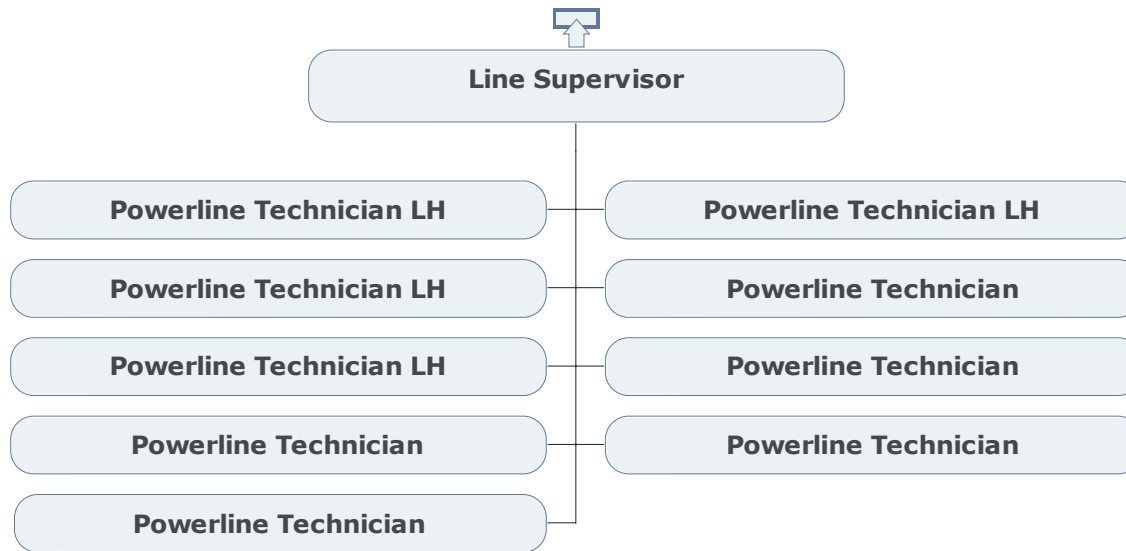
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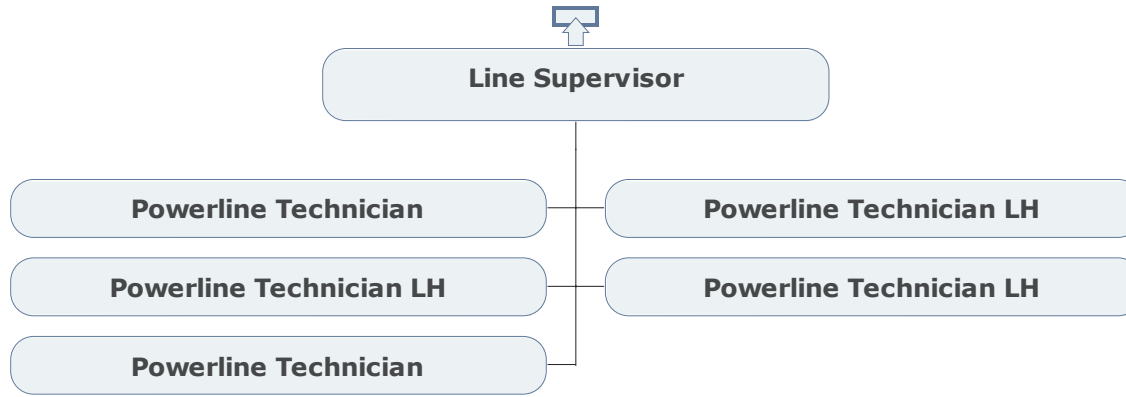
CUSTOMER OPERATIONS REGIONAL OPERATIONS, CORNER BROOK



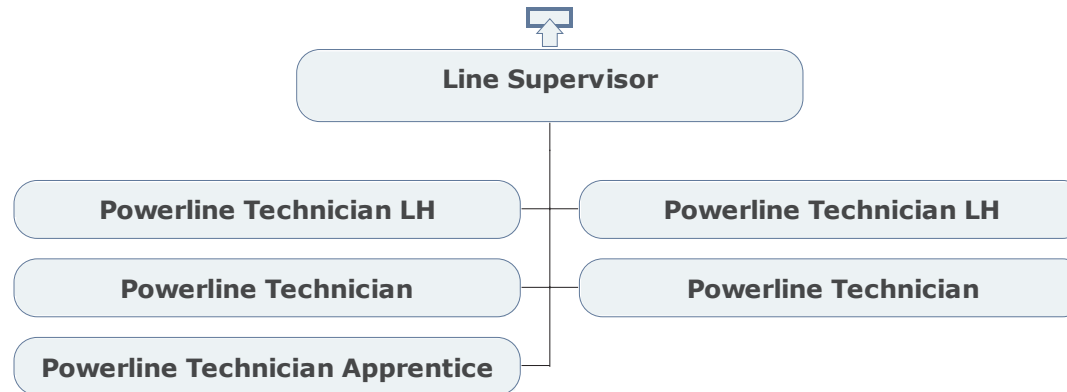
CUSTOMER OPERATIONS LINE DEPARTMENT, CORNER BROOK



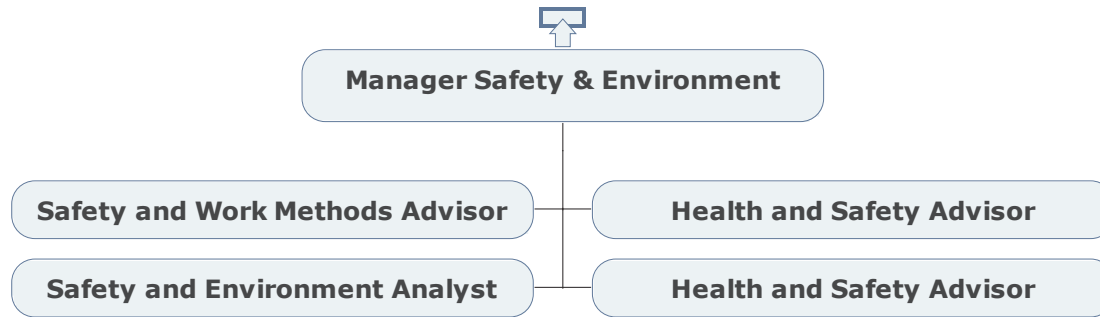
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CUSTOMER OPERATIONS LINE DEPARTMENT, PORT AUX BASQUES



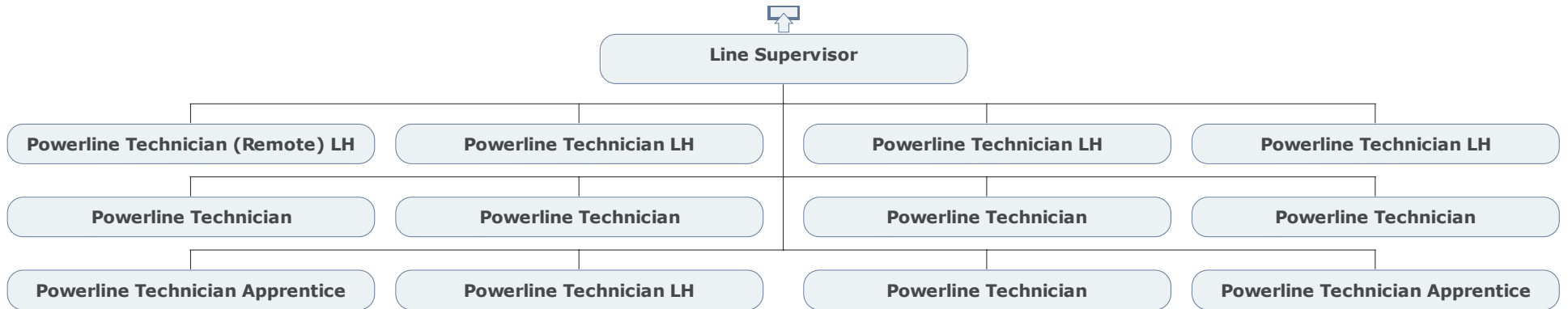
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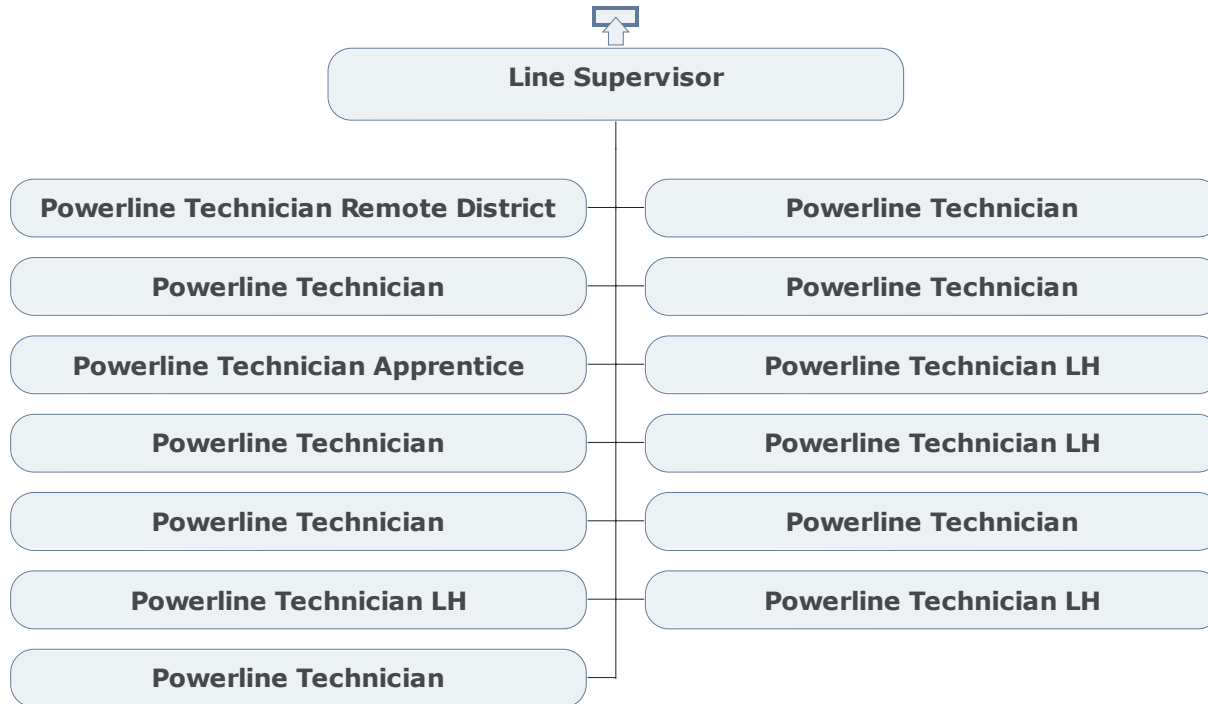
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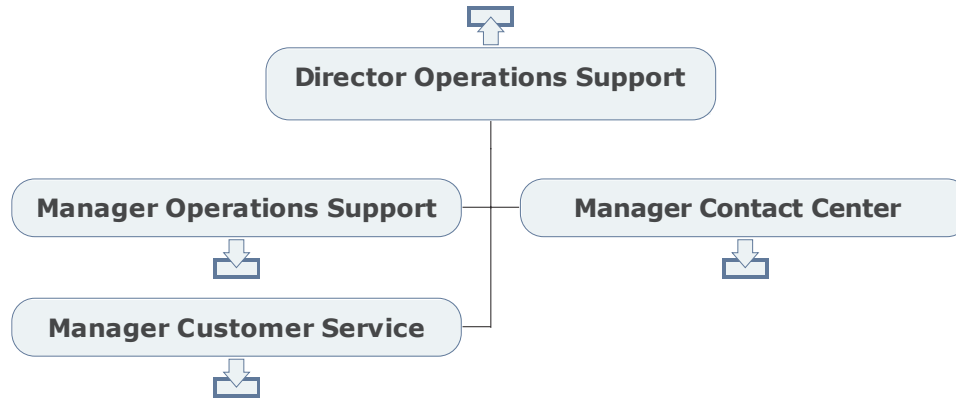
CUSTOMER OPERATIONS LINE DEPARTMENT, GANDER



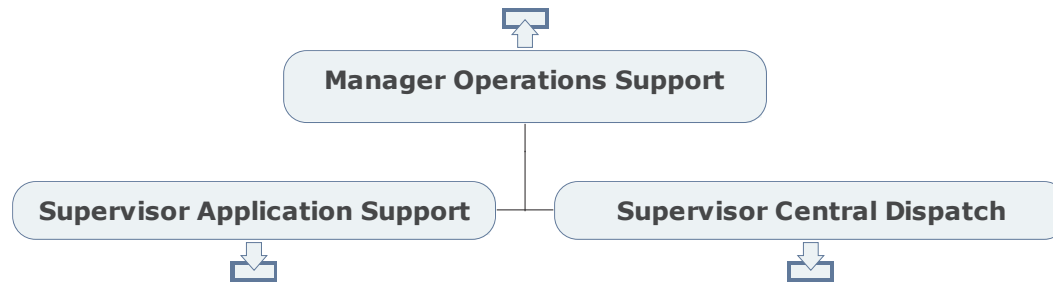
CUSTOMER OPERATIONS LINE DEPARTMENT, GRAND FALLS



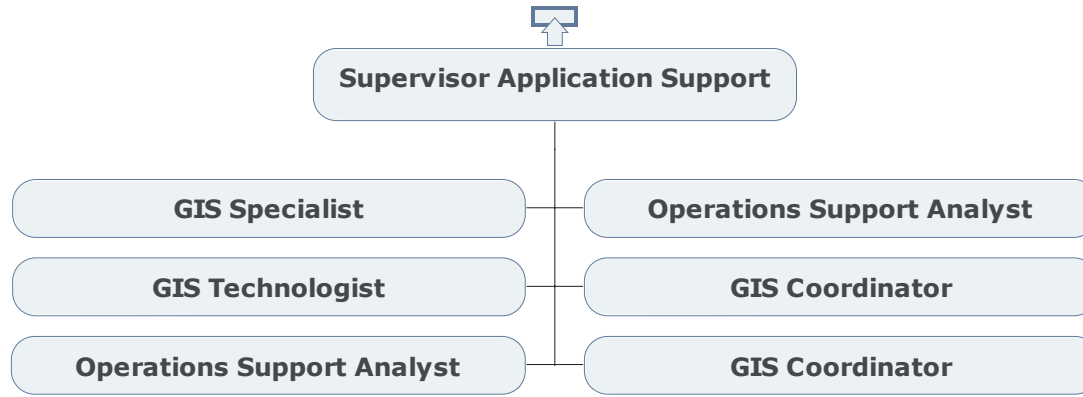
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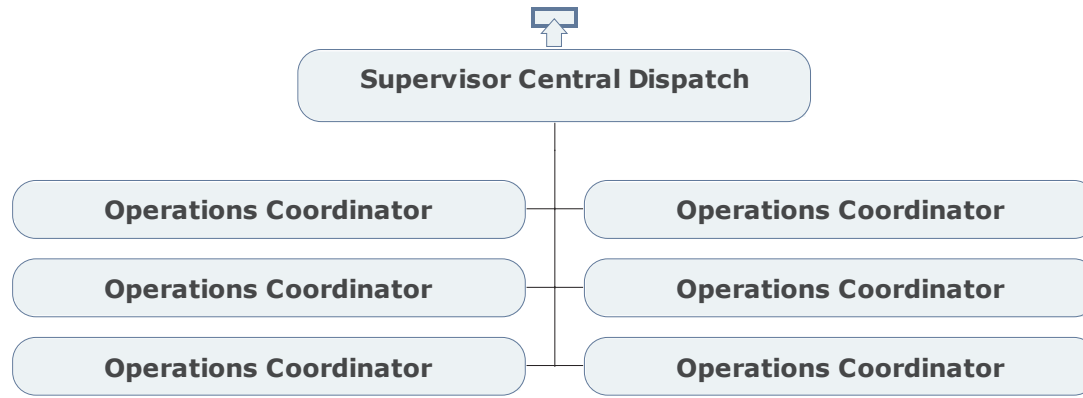
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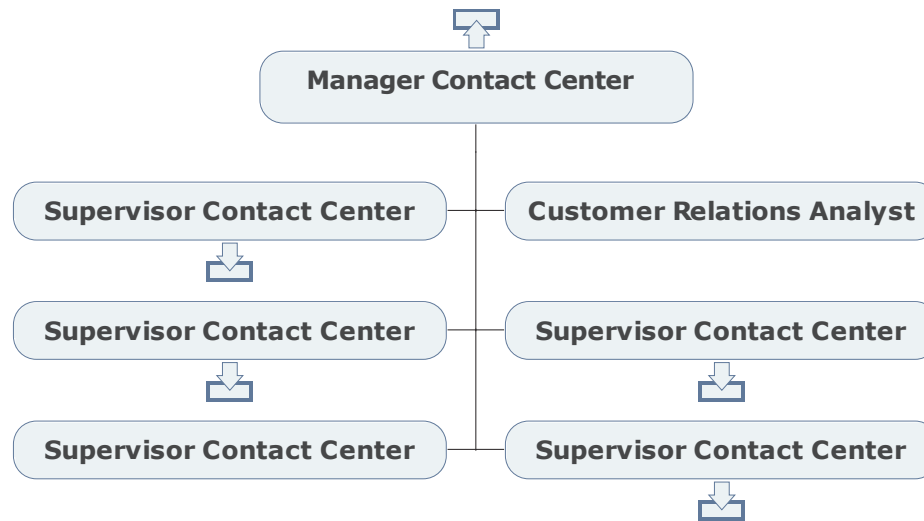
CUSTOMER OPERATIONS APPLICATIONS SUPPORT



CUSTOMER OPERATIONS CENTRAL DISPATCH



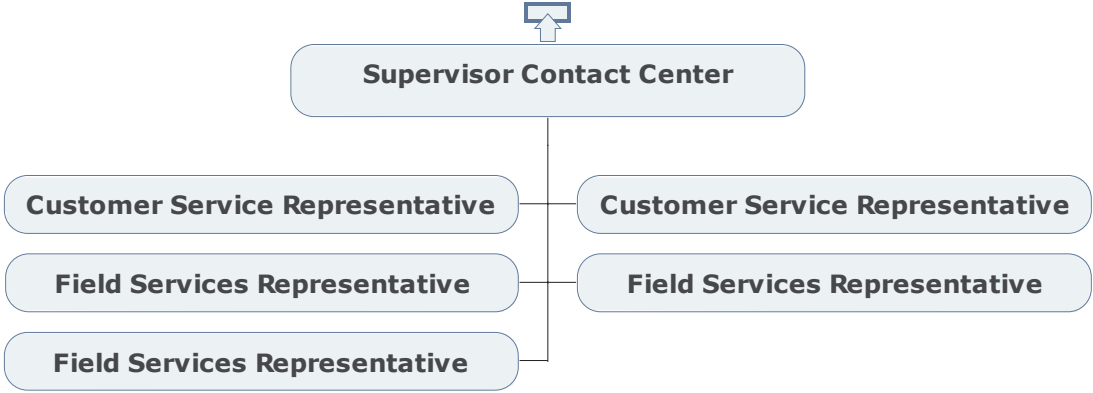
CUSTOMER OPERATIONS CONTACT CENTER



CUSTOMER OPERATIONS CONTACT CENTER



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CUSTOMER OPERATIONS CONTACT CENTER



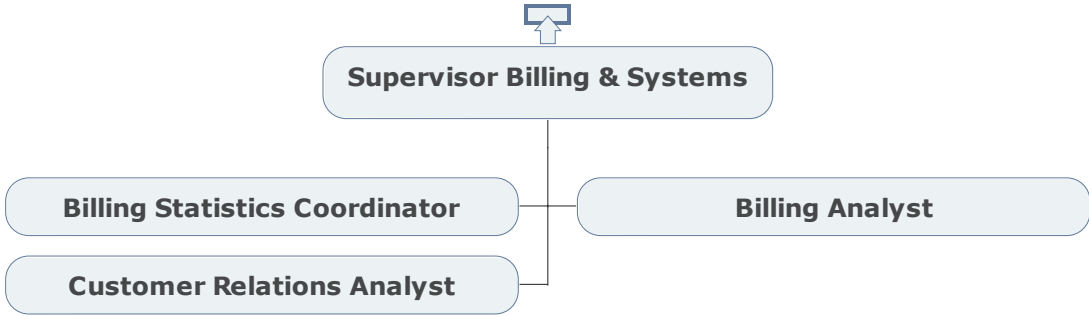
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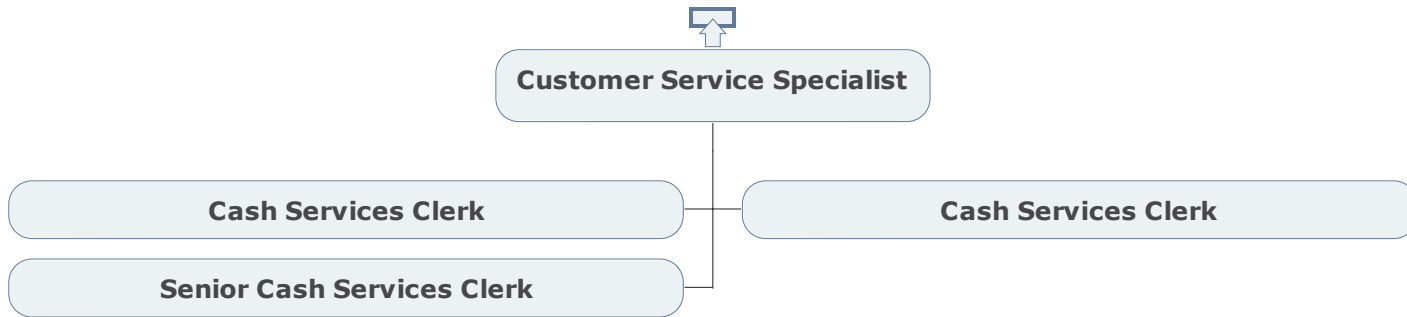
CUSTOMER OPERATIONS CUSTOMER SERVICE



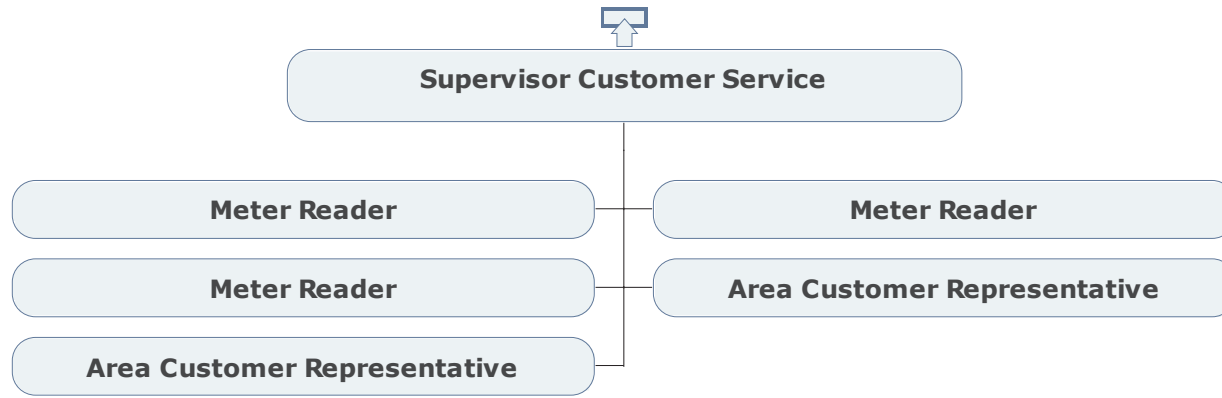
**CUSTOMER OPERATIONS
BILLING & SYSTEMS**



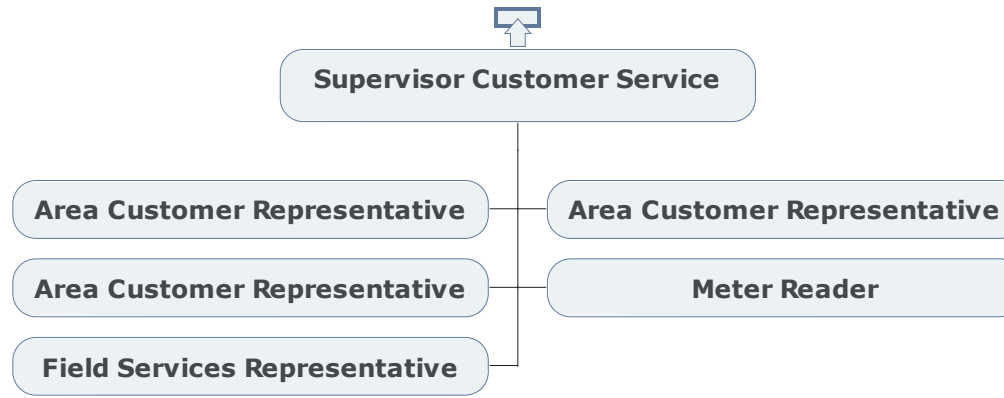
**CUSTOMER OPERATIONS
CUSTOMER SERVICE, ST. JOHN'S**



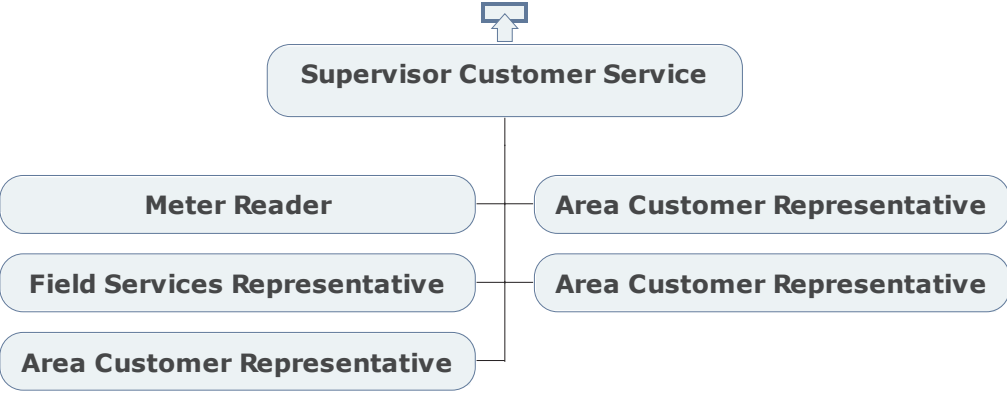
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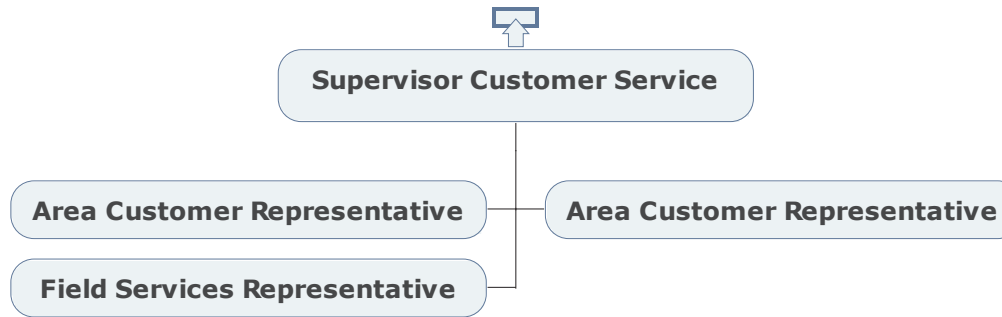
CUSTOMER OPERATIONS CUSTOMER SERVICE, CARBONEAR



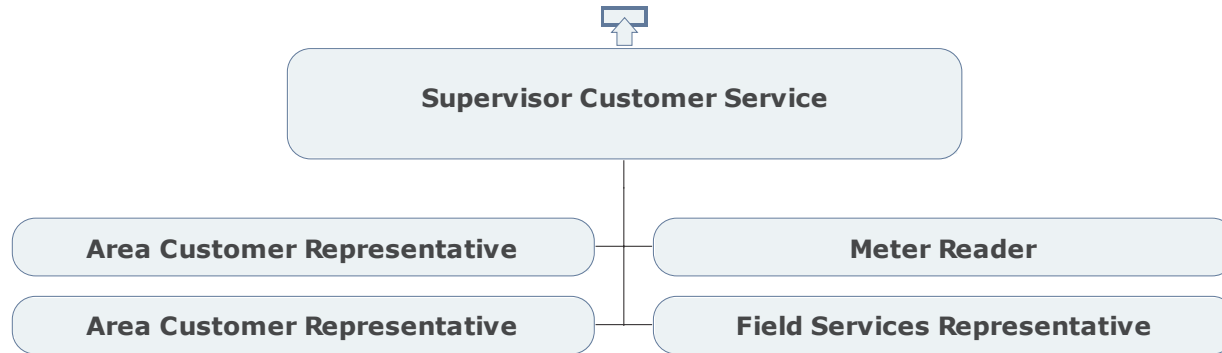
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CUSTOMER SERVICE, CLARENVILLE**



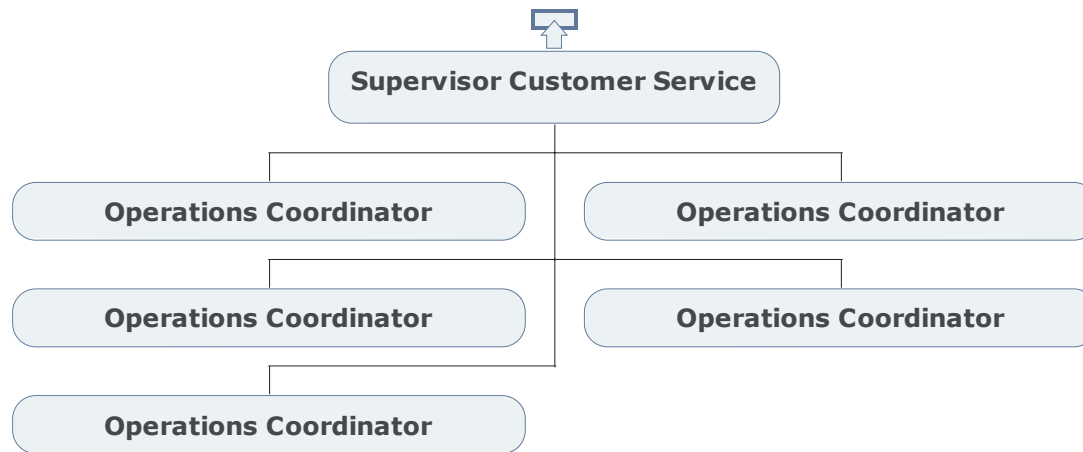
CUSTOMER OPERATIONS CUSTOMER SERVICE, GRAND FALLS



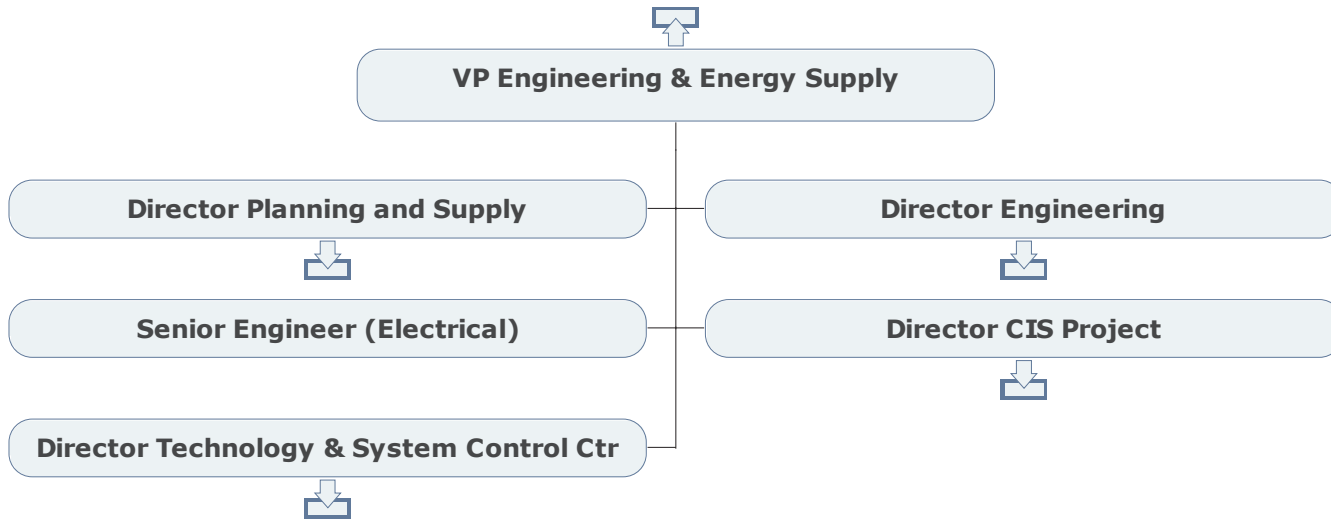
CUSTOMER OPERATIONS CUSTOMER SERVICE, STEPHENVILLE



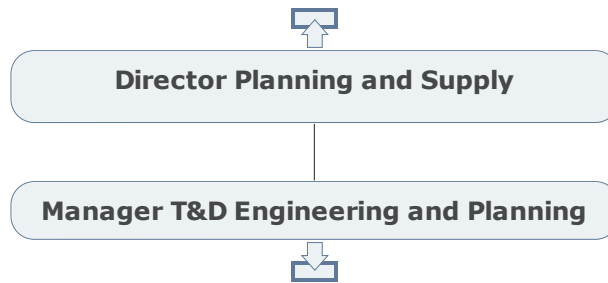
CUSTOMER OPERATIONS CUSTOMER SERVICE, ST. JOHN'S



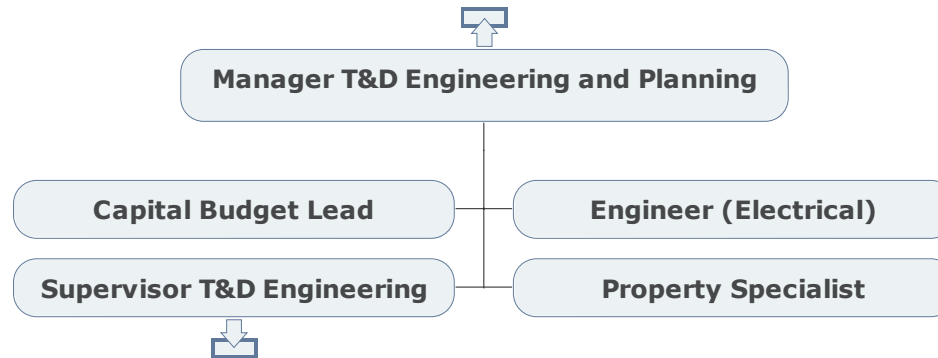
ENGINEERING & ENERGY SUPPLY



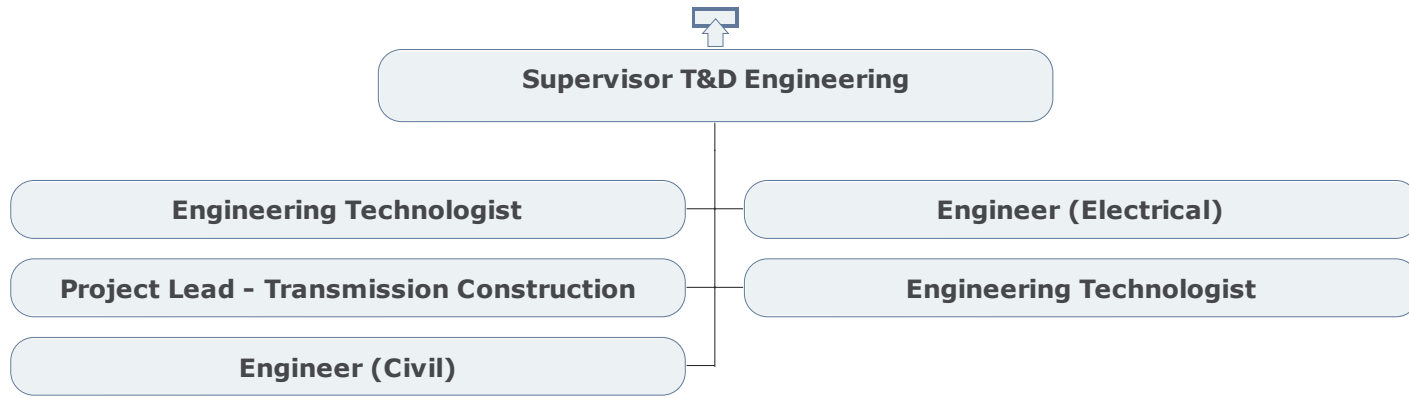
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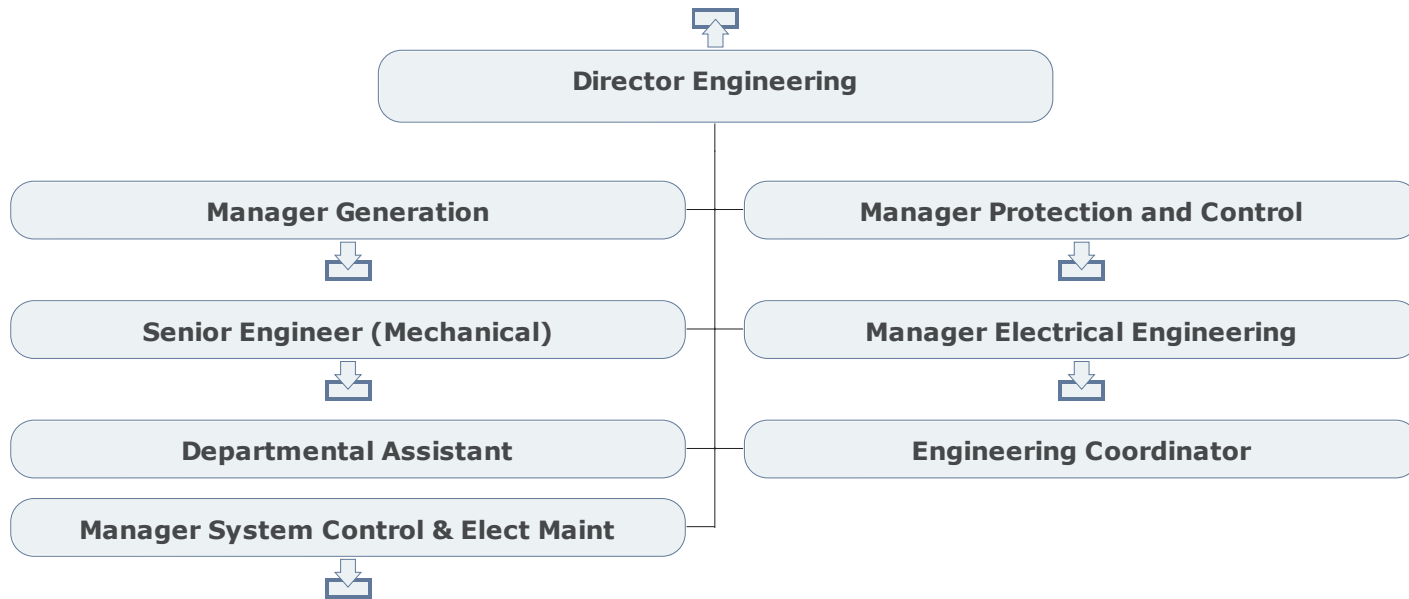
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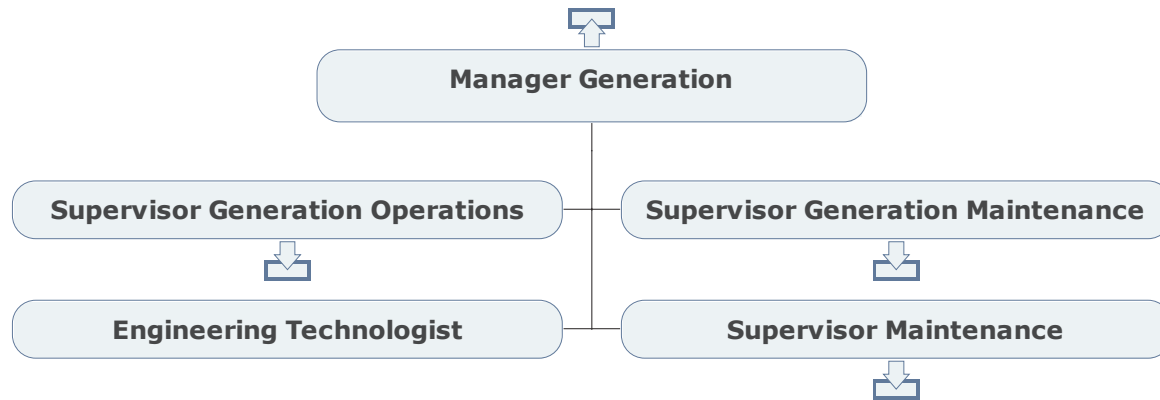
ENGINEERING & ENERGY SUPPLY T&D ENGINEERING



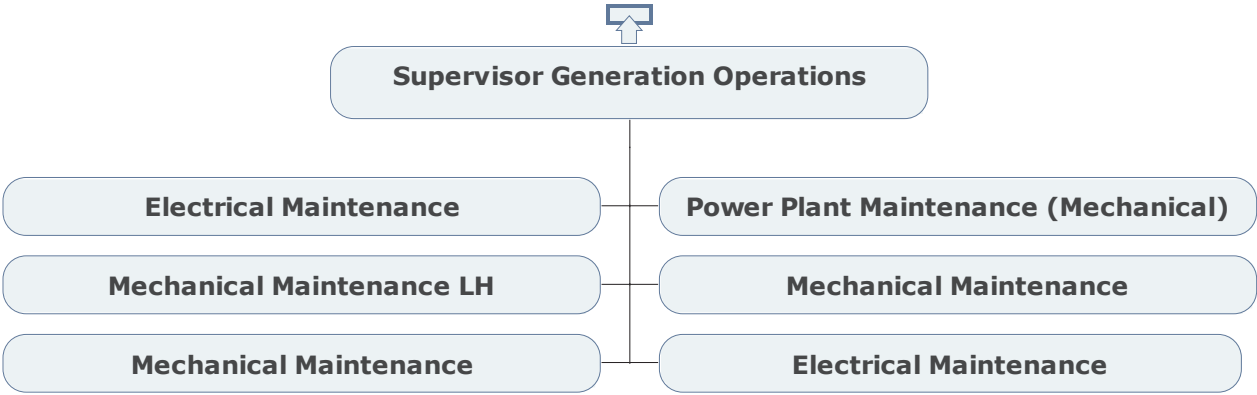
ENGINEERING & ENERGY SUPPLY ENGINEERING



ENGINEERING & ENERGY SUPPLY GENERATION, ST. JOHN'S



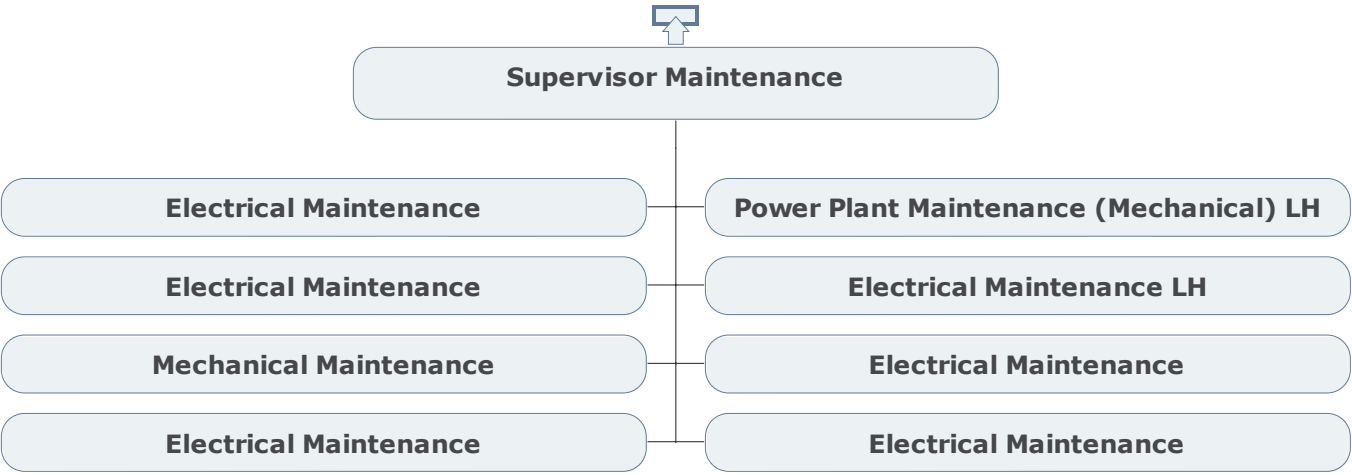
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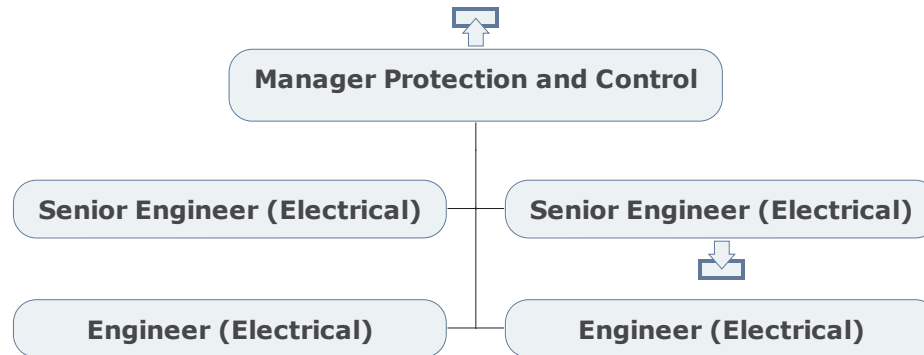
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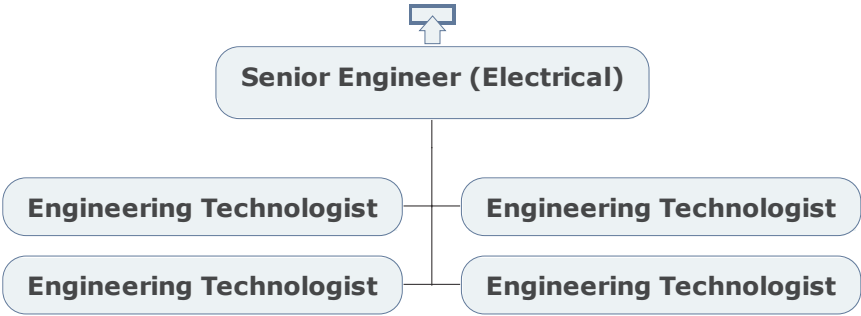
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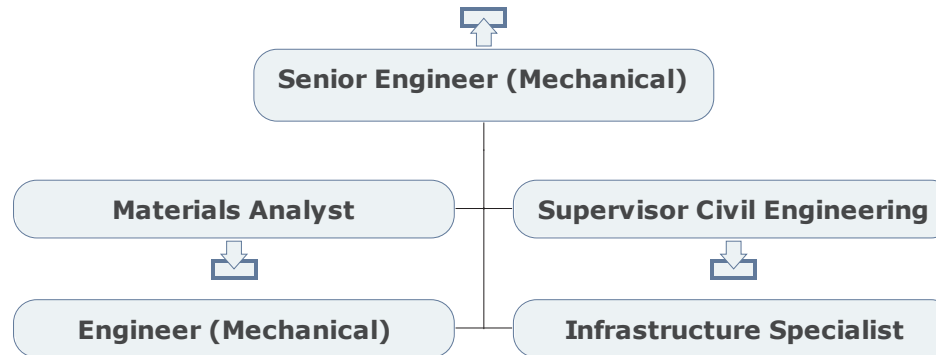
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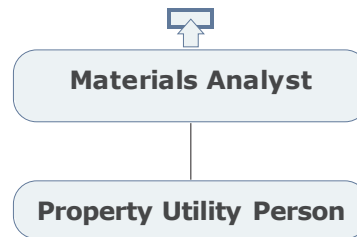
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ELECTRICAL ENGINEERING**



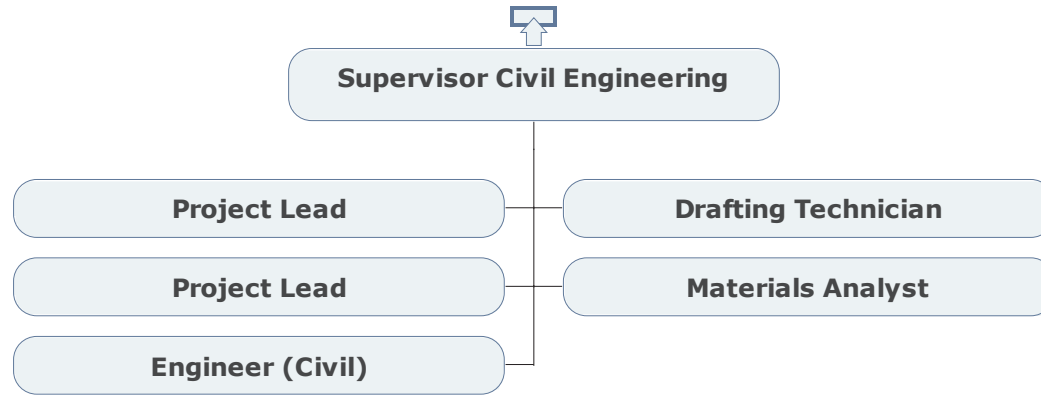
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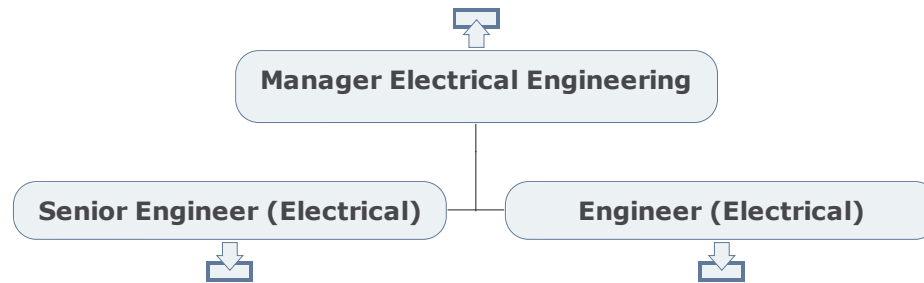
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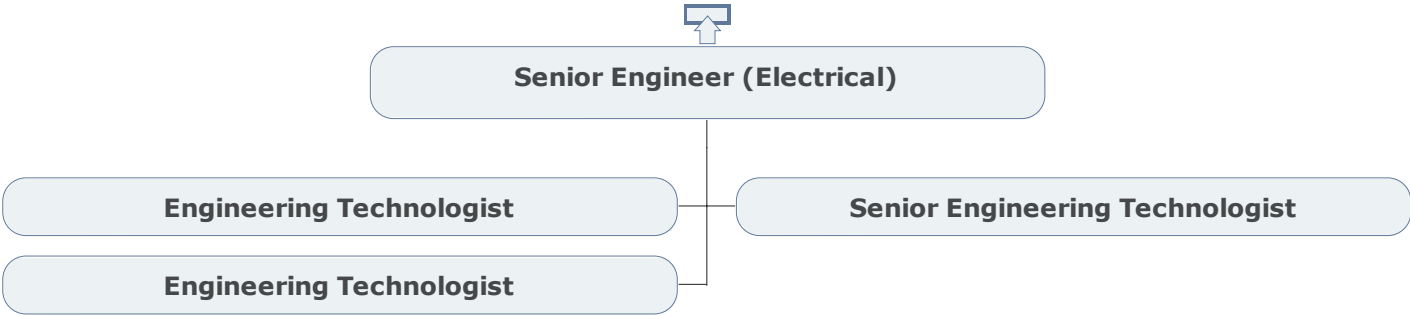
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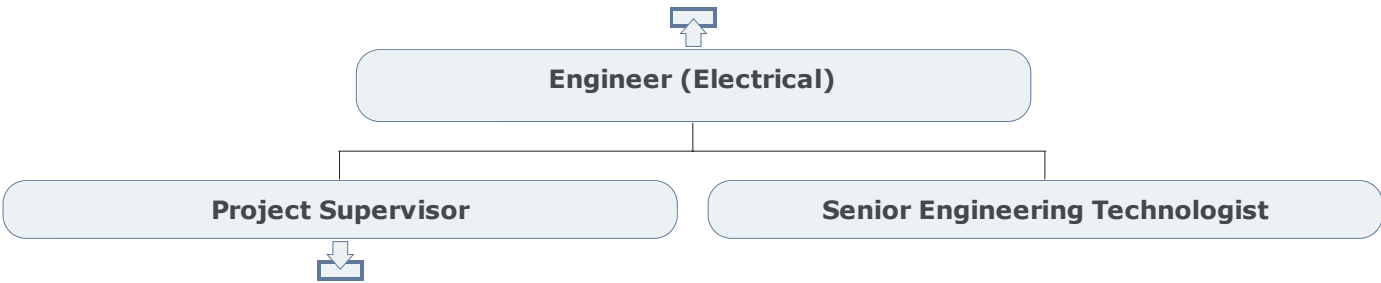
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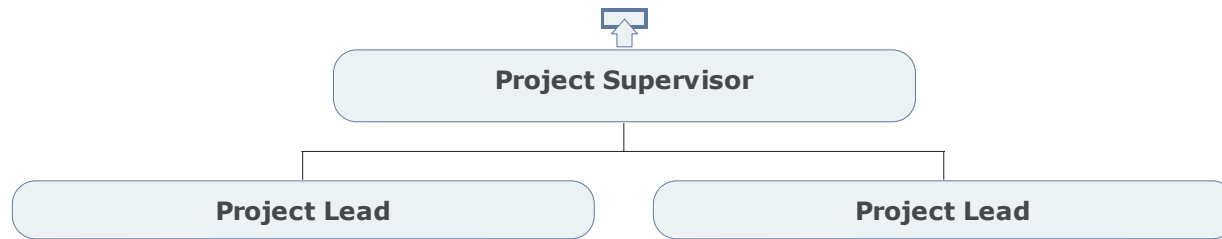
**ENGINEERING & ENERGY SUPPLY
ELECTRICAL ENGINEERING**



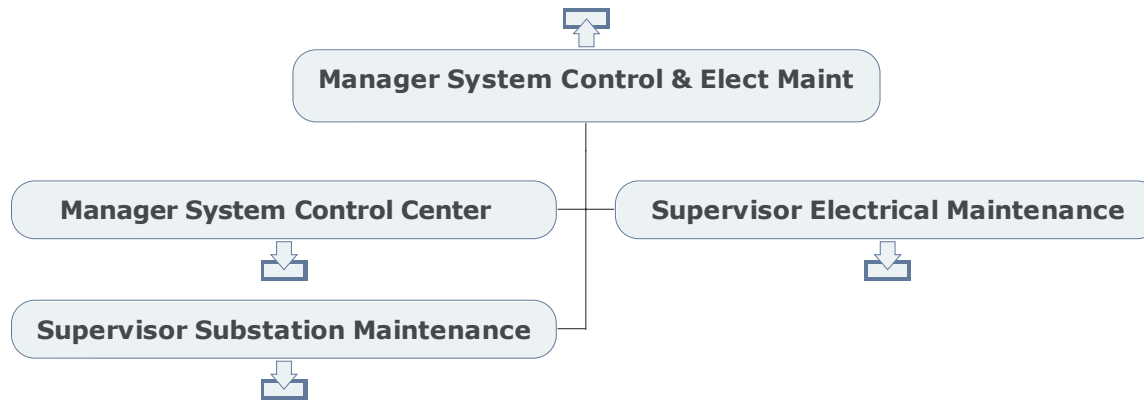
**ENGINEERING & ENERGY SUPPLY
ELECTRICAL**



ENGINEERING & ENERGY SUPPLY PROJECT SUPERVISOR

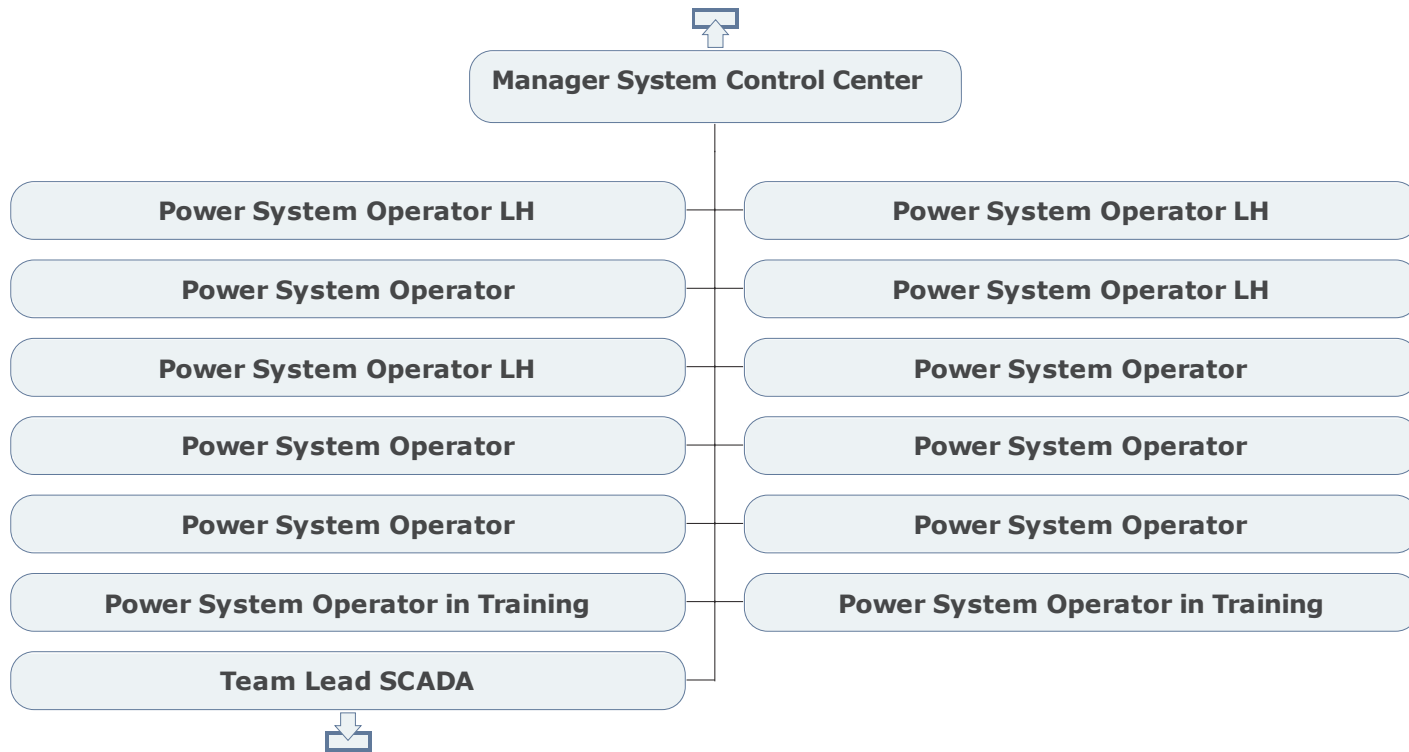


ENGINEERING & ENERGY SUPPLY SYSTEM CONTROL & ELECTRICAL MAINTENANCE

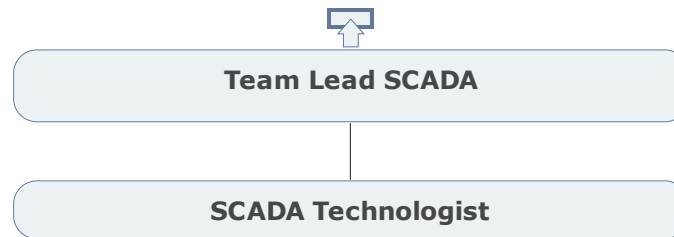


*Manager System Control & Electrical Maintenance has dual reporting to Director Technology & System Control Center and Director Engineering.

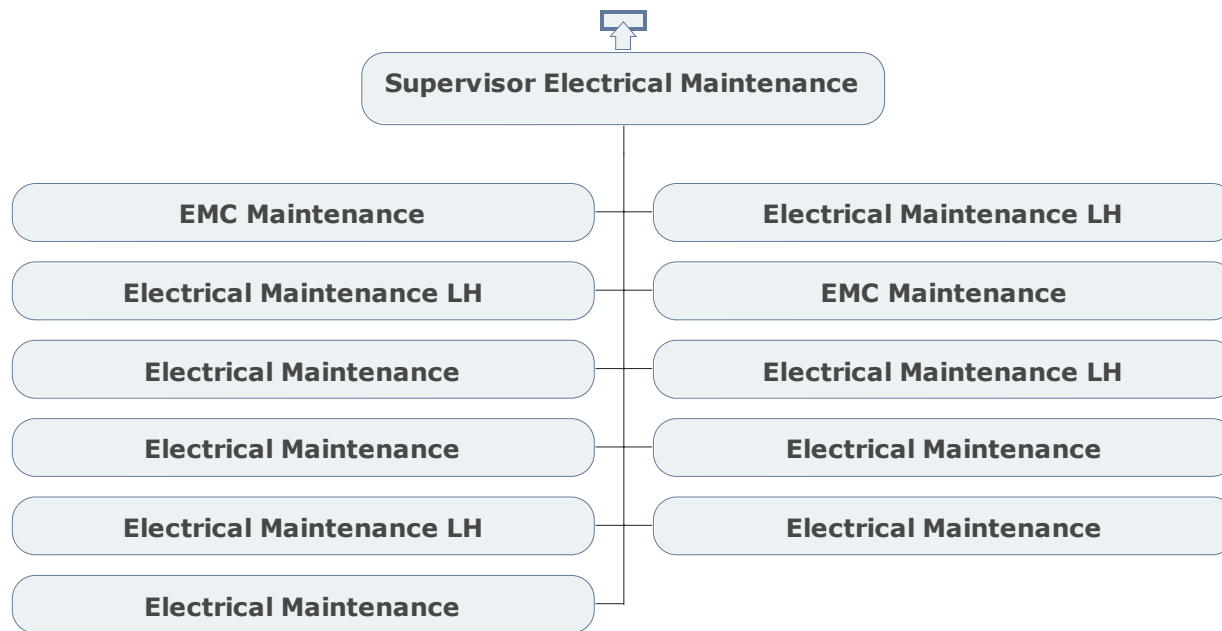
ENGINEERING & ENERGY SUPPLY SYSTEM CONTROL



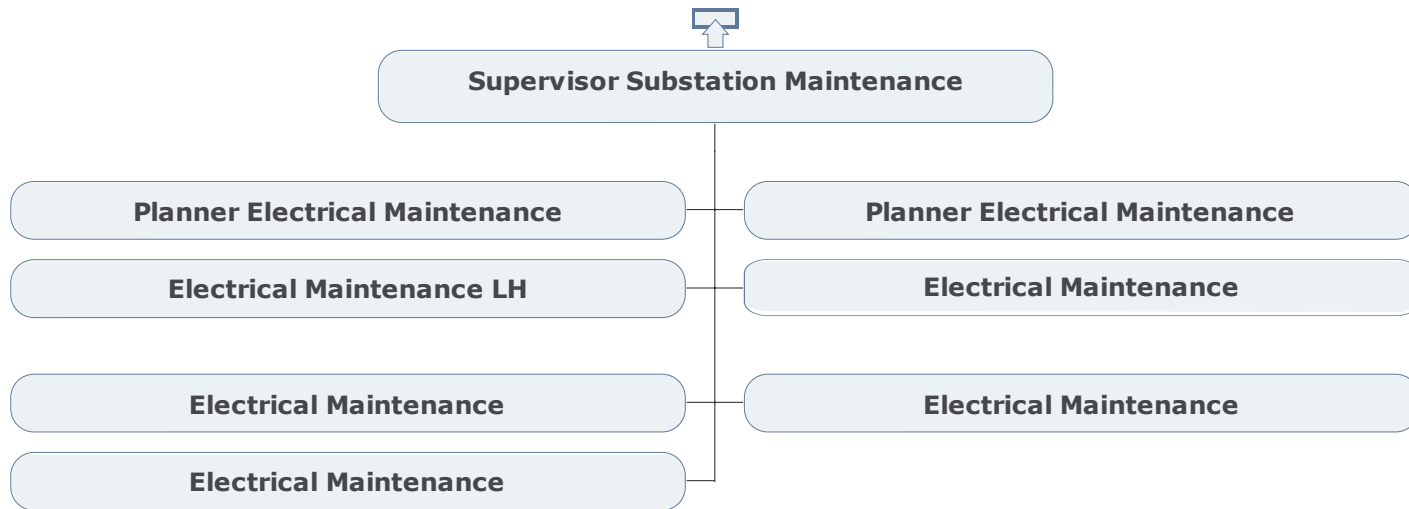
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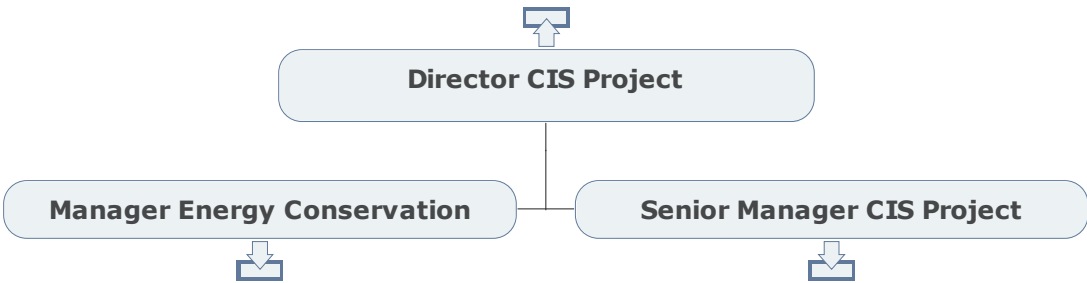
ENGINEERING & ENERGY SUPPLY ELECTRICAL MAINTENANCE



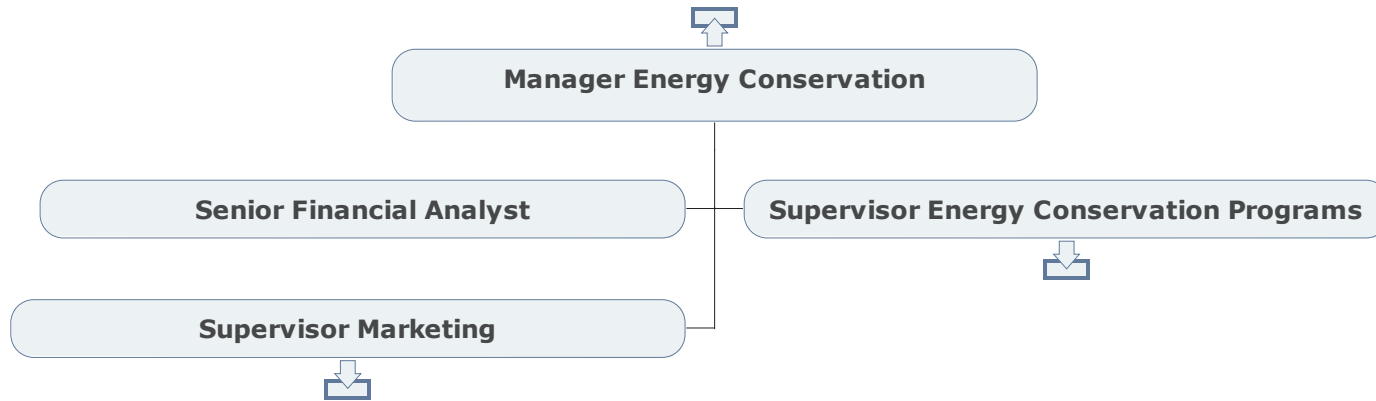
ENGINEERING & ENERGY SUPPLY PROJECT SUPERVISOR



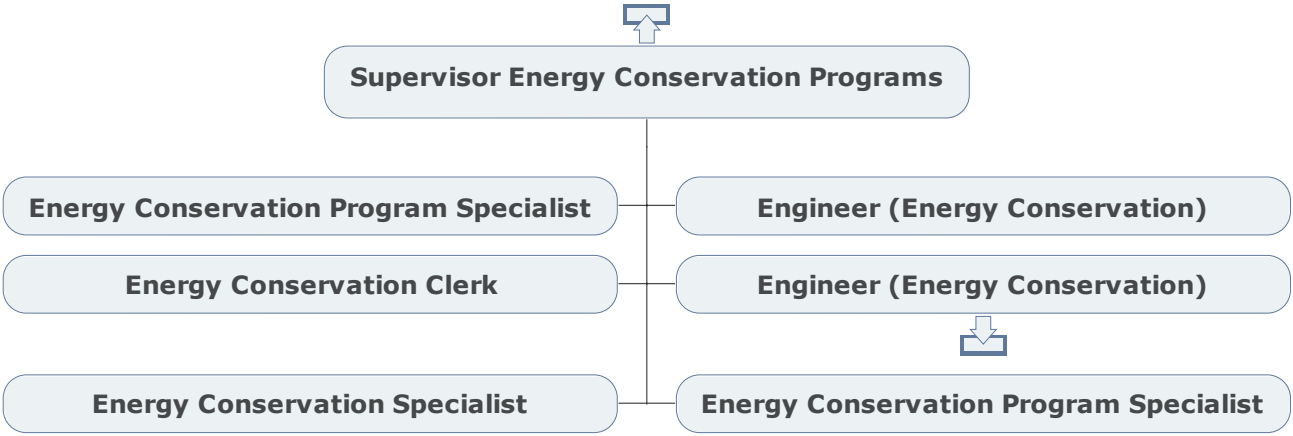
**CUSTOMER OPERATIONS
CUSTOMER RELATIONS**



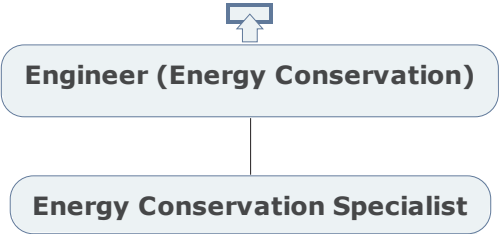
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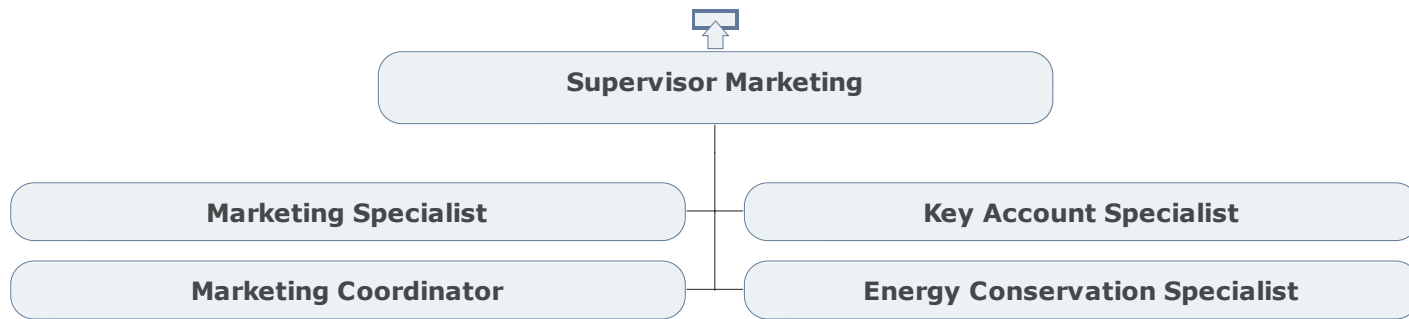
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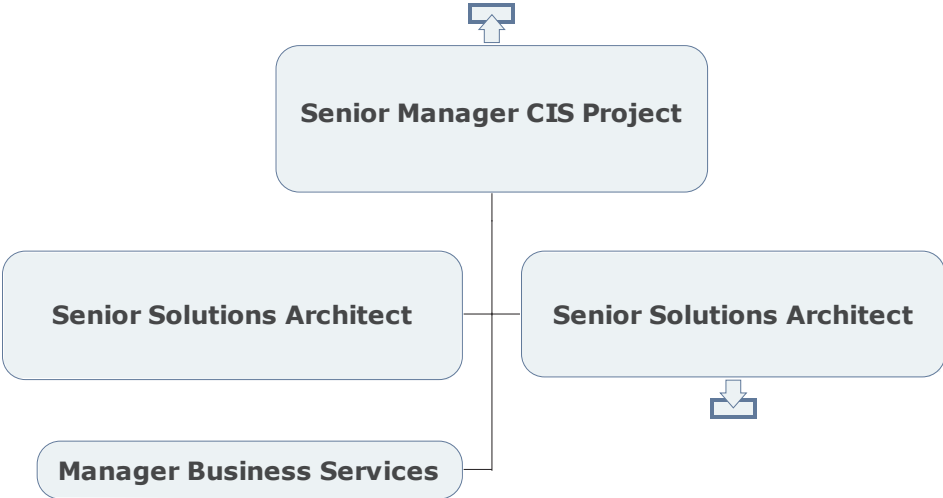
**CUSTOMER OPERATIONS
ENERGY CONSERVATION, ST. JOHN'S**



CUSTOMER OPERATIONS MARKETING



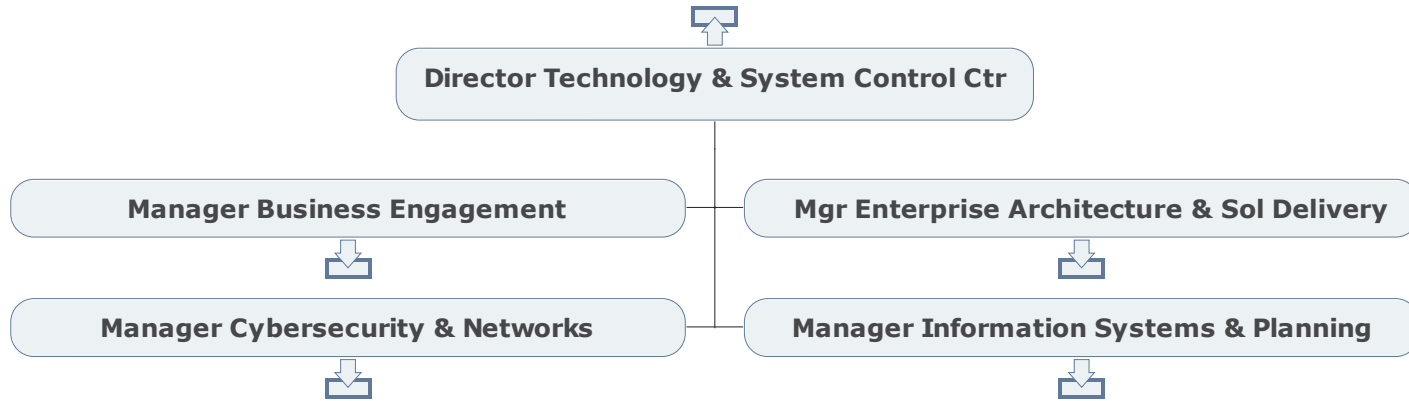
TECHNOLOGY CIS PROJECT



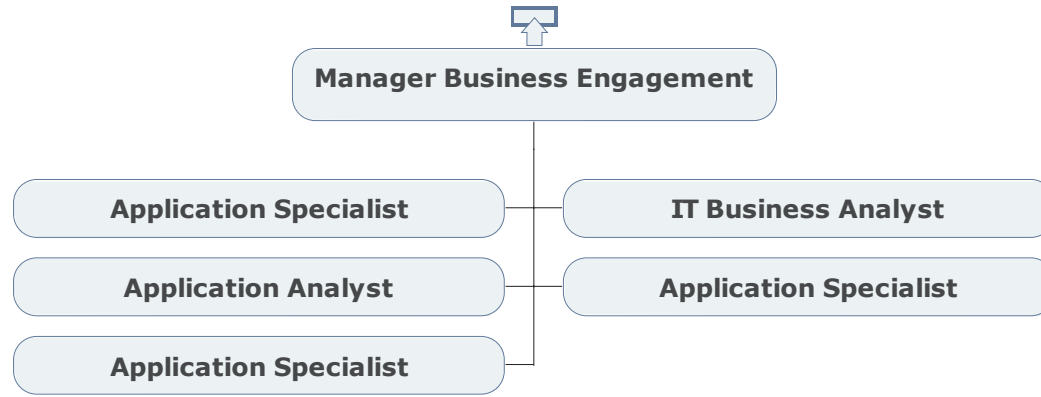
TECHNOLOGY APPLICATIONS



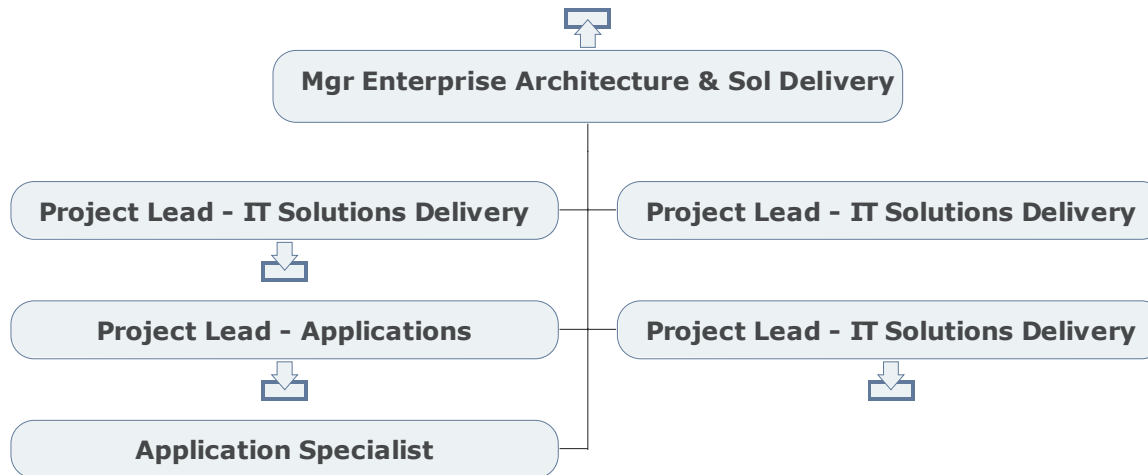
TECHNOLOGY & SYSTEM CONTROL CENTER



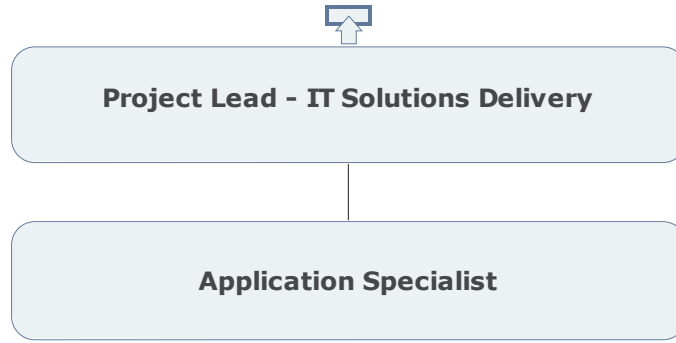
TECHNOLOGY BUSINESS ENGAGEMENT



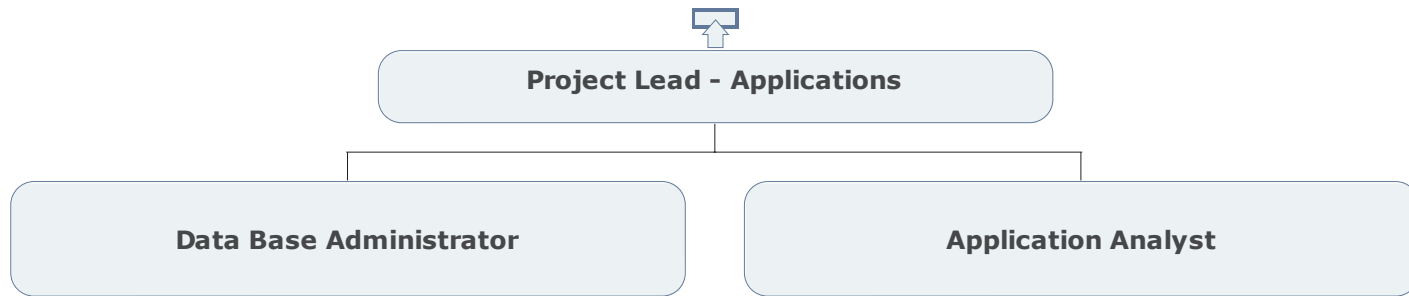
TECHNOLOGY ENTERPRISE ARCHITECTURE & SOLUTION DELIVERY



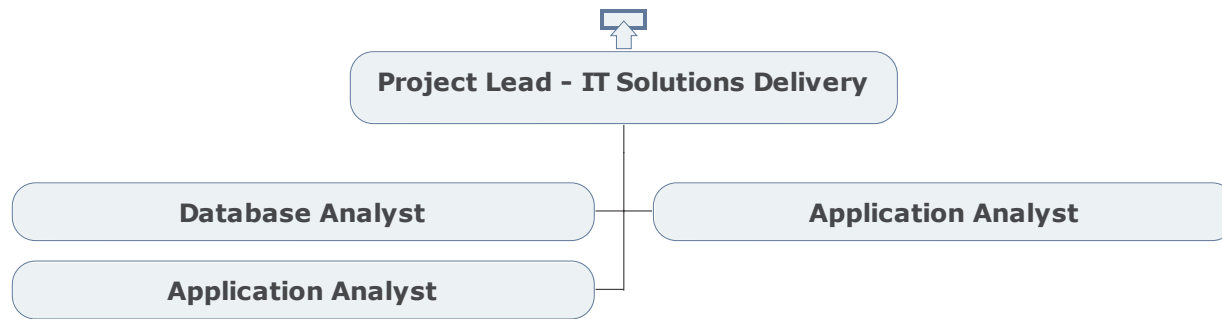
TECHNOLOGY IT SOLUTIONS DELIVERY



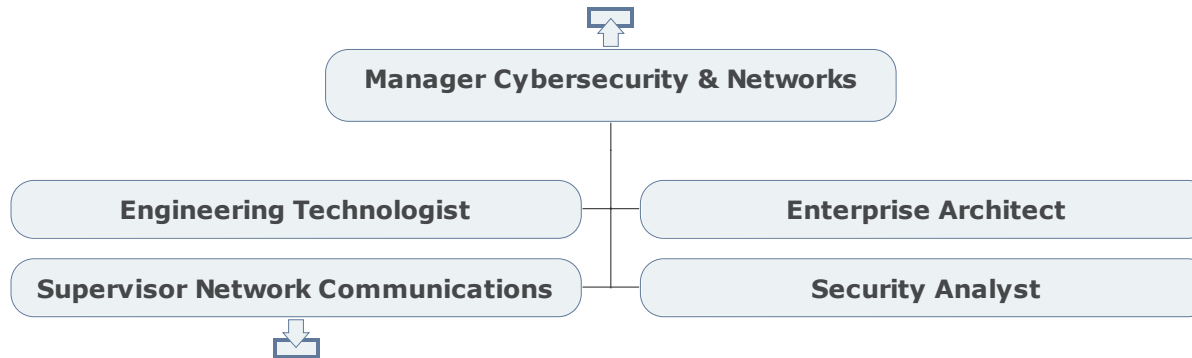
TECHNOLOGY APPLICATIONS



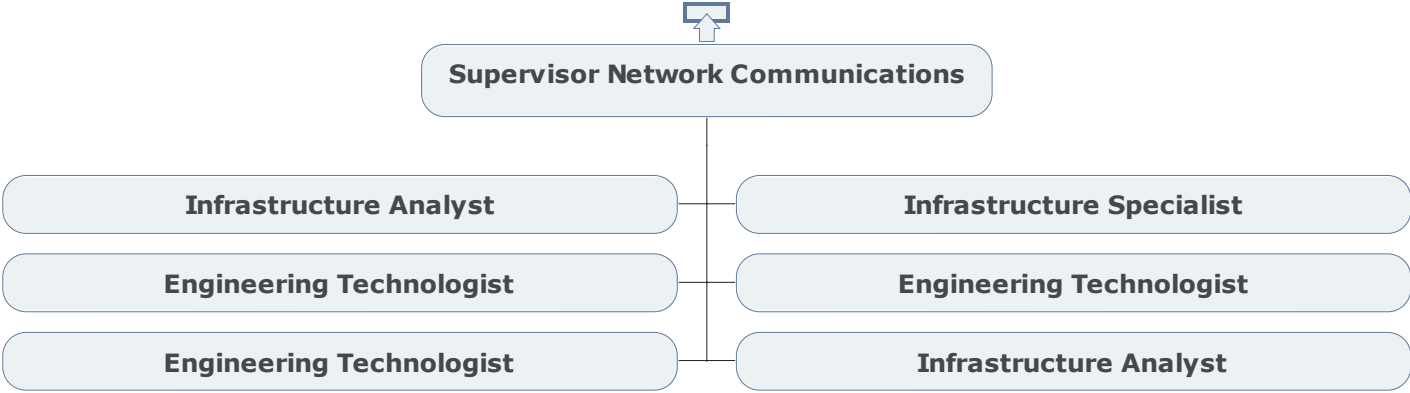
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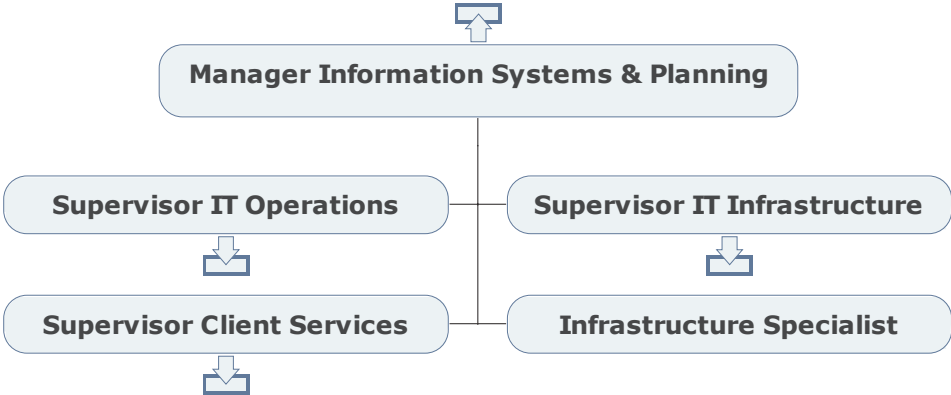
TECHNOLOGY CYBERSECURITY & NETWORKS



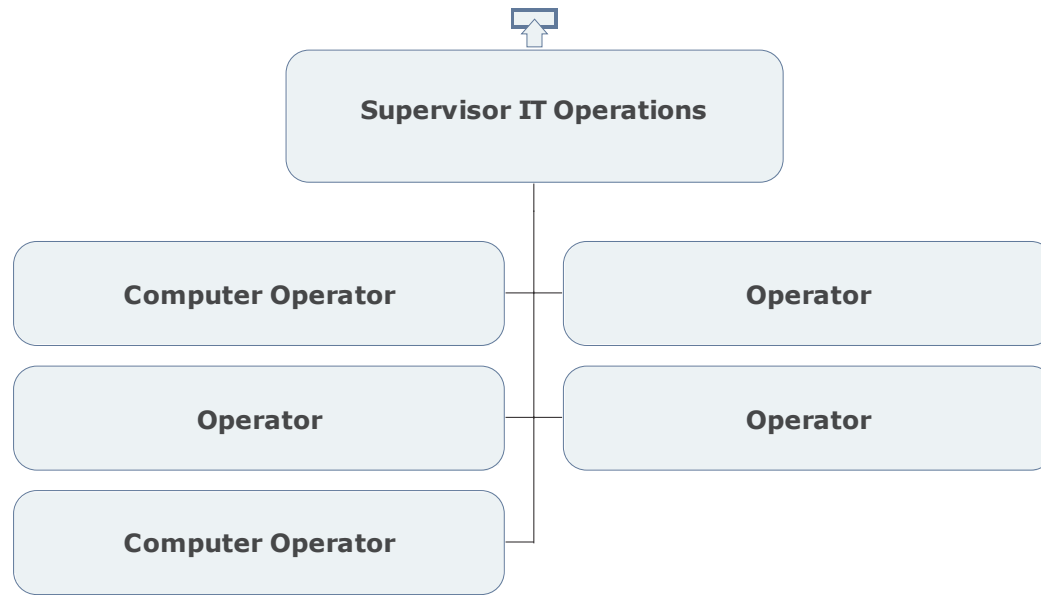
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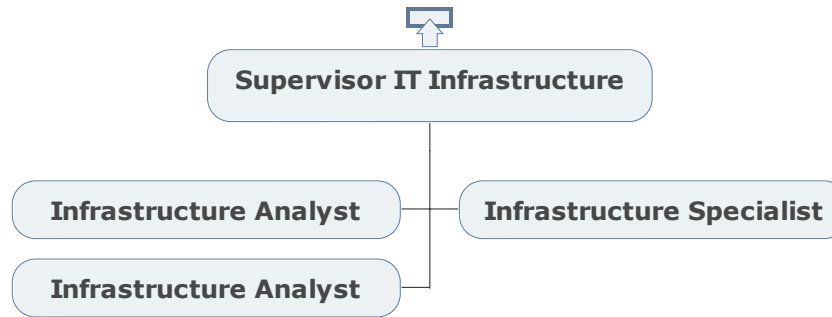
**TECHNOLOGY
INFORMATION SYSTEMS & PLANNING**



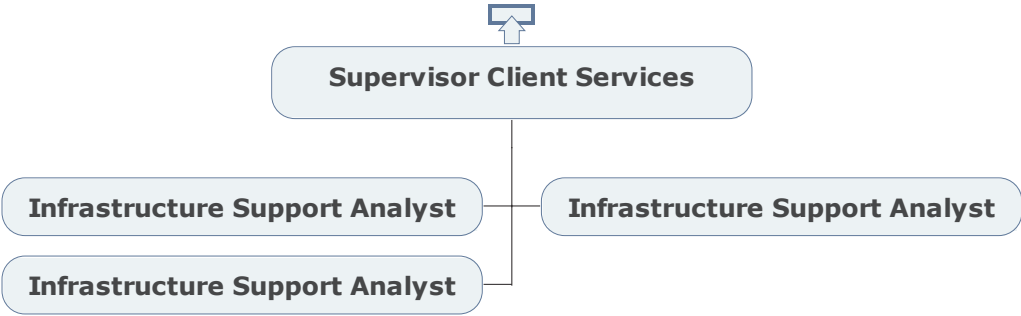
TECHNOLOGY IT OPERATIONS



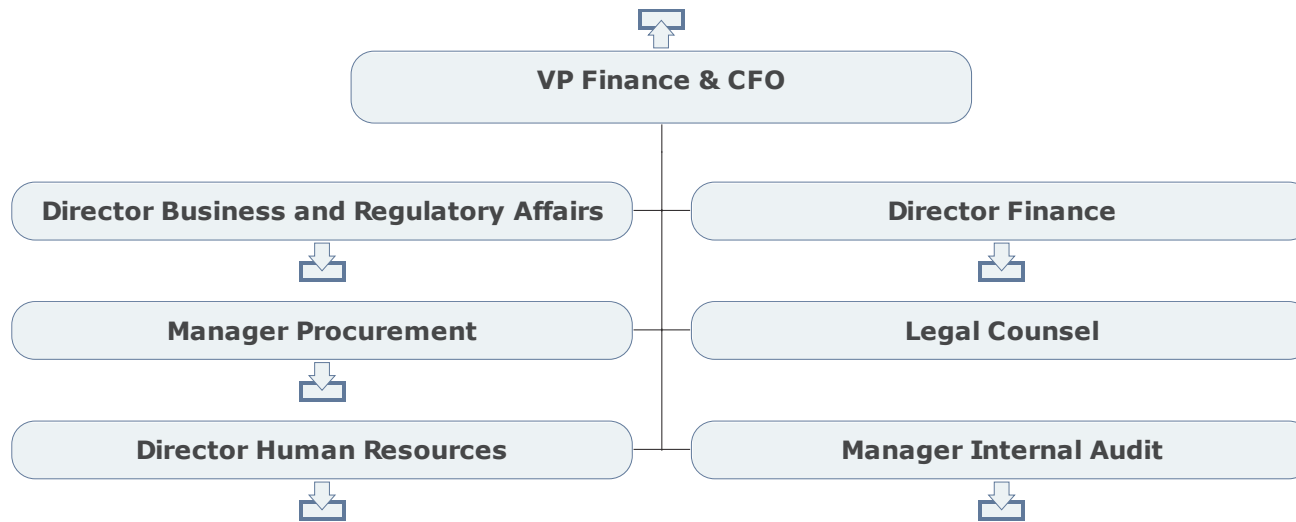
TECHNOLOGY IT INFRASTRUCTURE



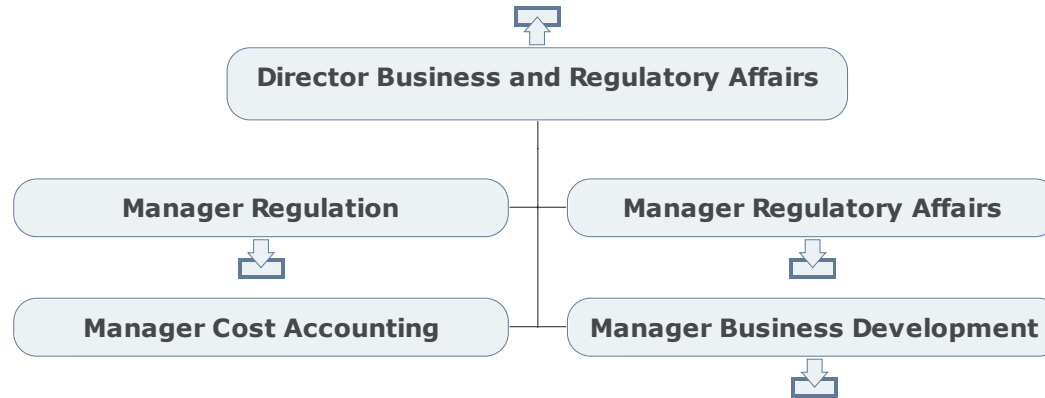
**TECHNOLOGY
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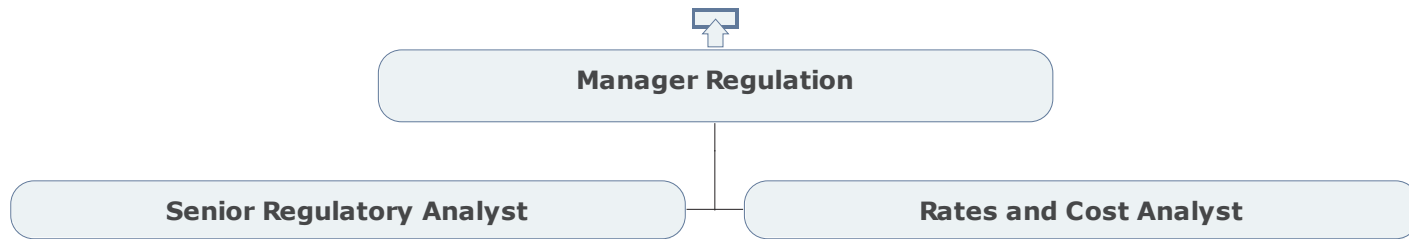
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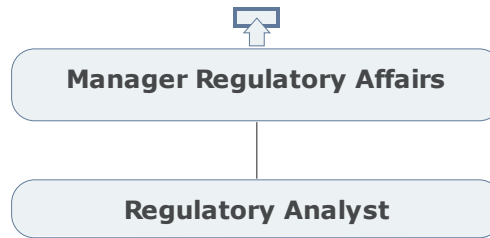
FINANCE BUSINESS & REGULATORY AFFAIRS



FINANCE REGULATORY AFFAIRS



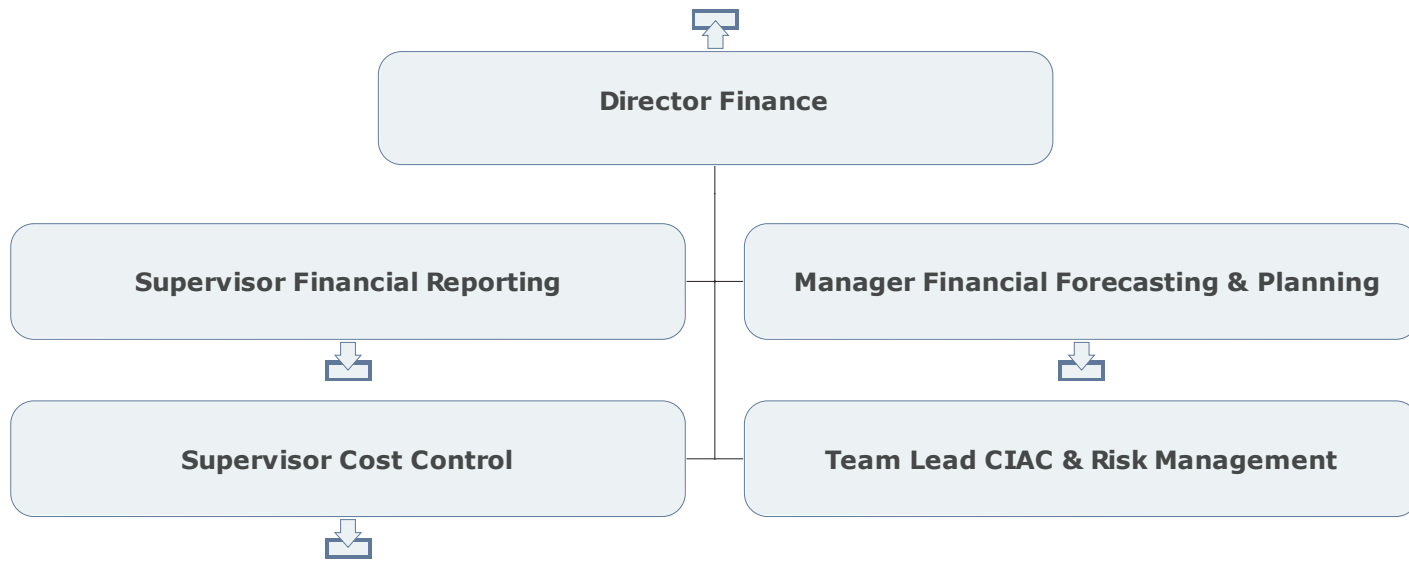
FINANCE REGULATORY AFFAIRS



FINANCE
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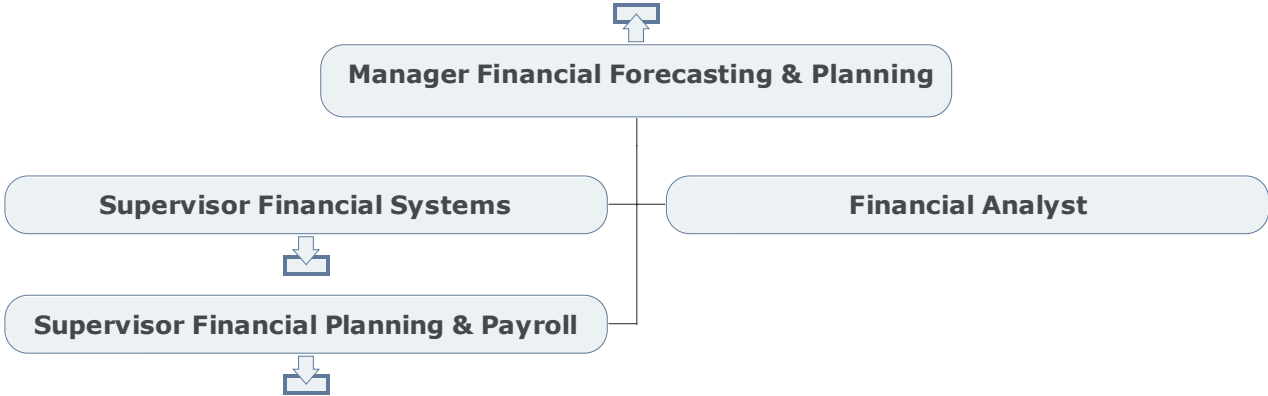
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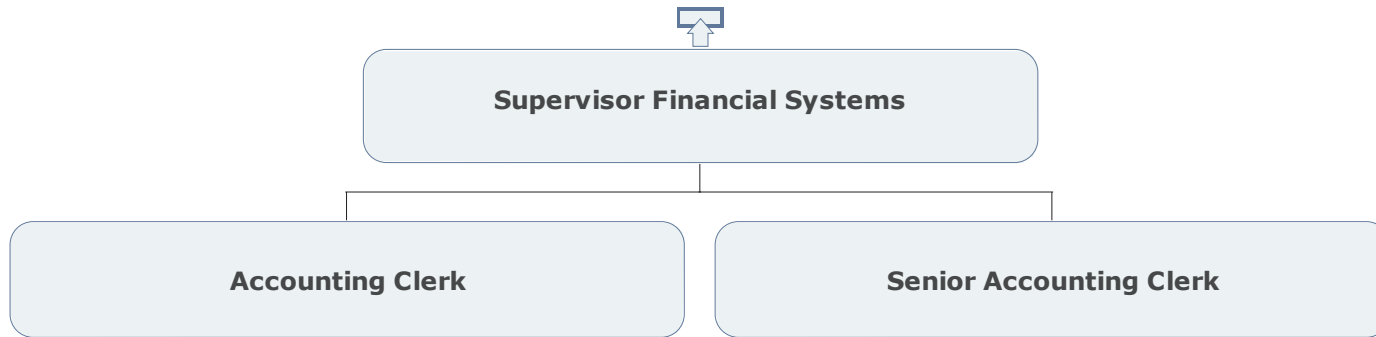
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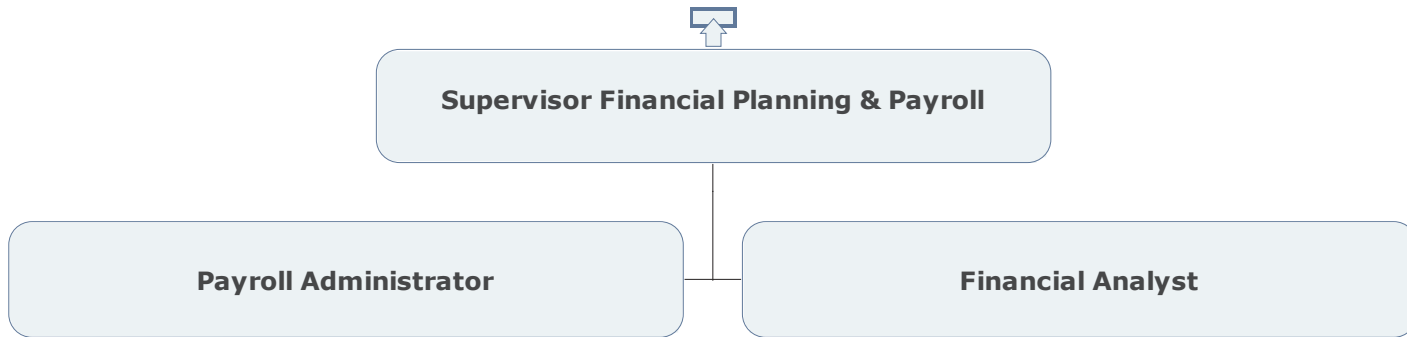
FINANCE
FINANCIAL FORECASTING AND PLANNING



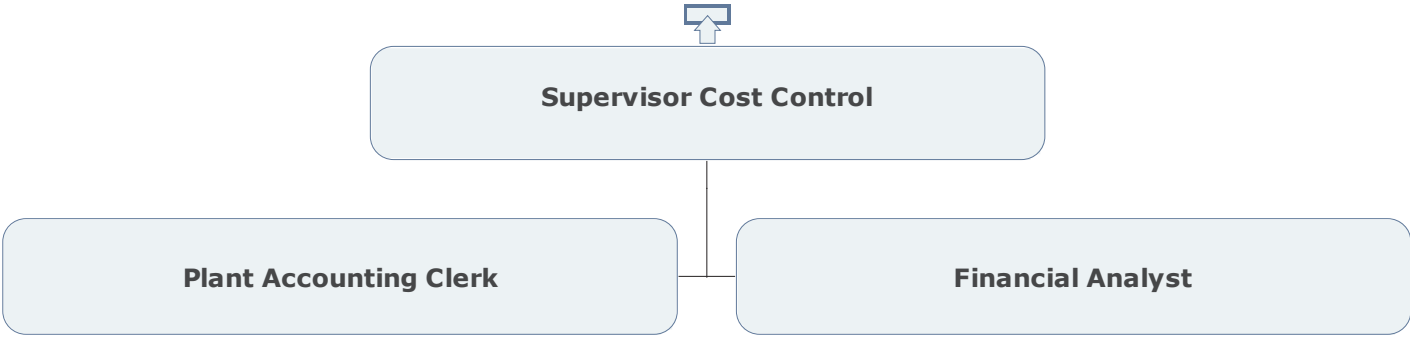
**FINANCE
FINANCIAL SYSTEMS**



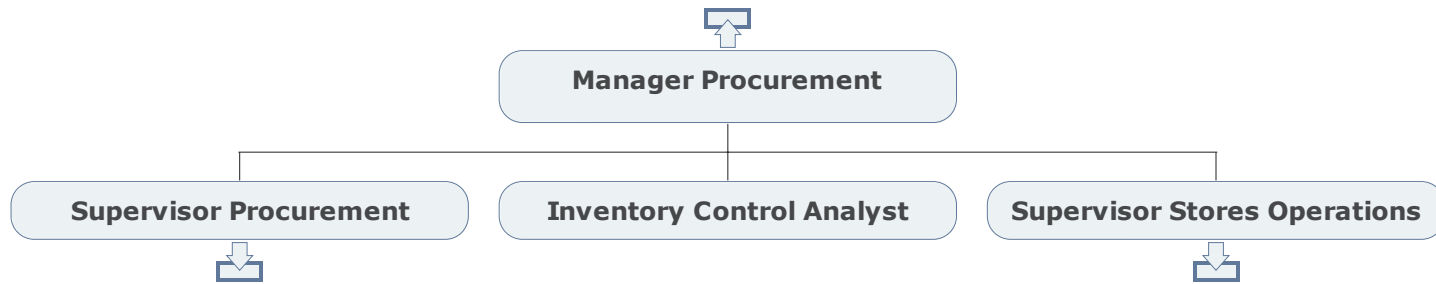
FINANCE
FINANCIAL PLANNING & PAYROLL



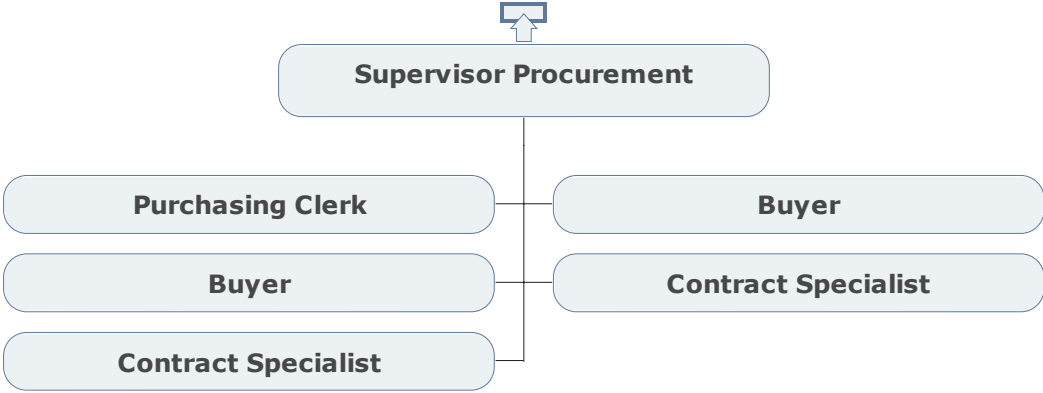
**FINANCE
COST CONTROL**



FINANCE PROCUREMENT



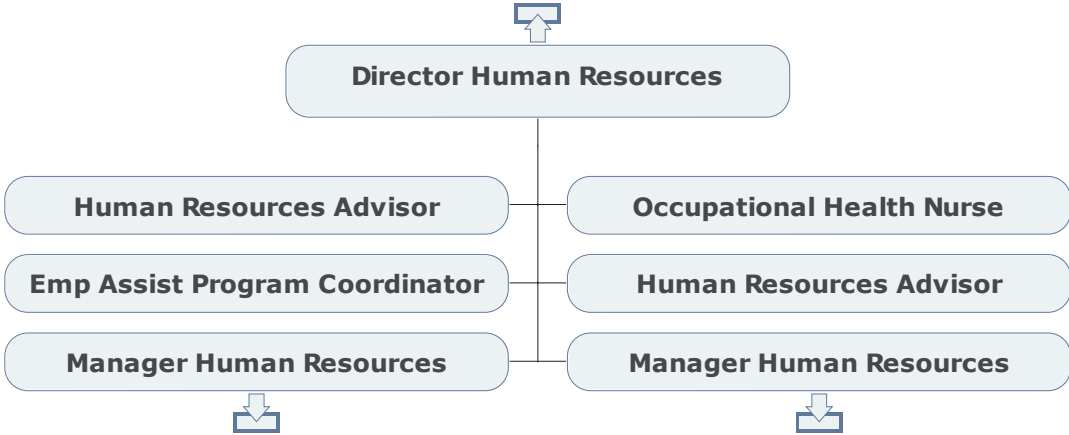
FINANCE PROCUREMENT



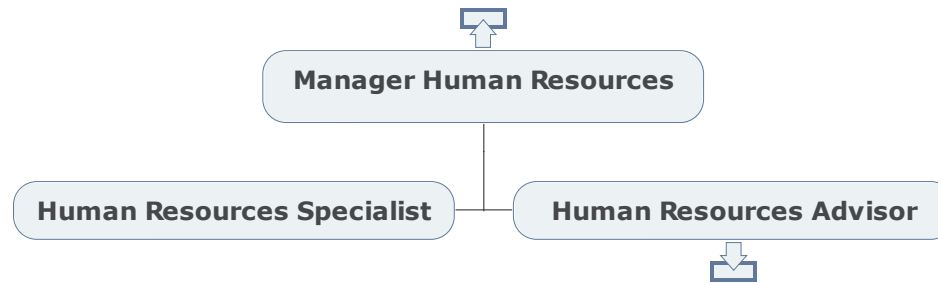
FINANCE STORES OPERATIONS



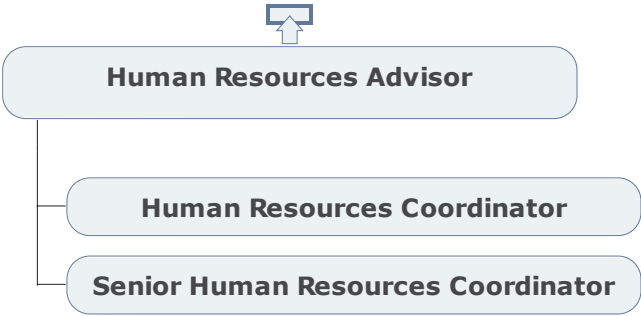
HUMAN RESOURCES



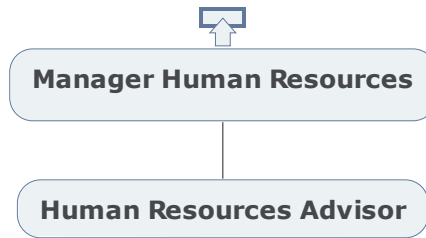
HUMAN RESOURCES



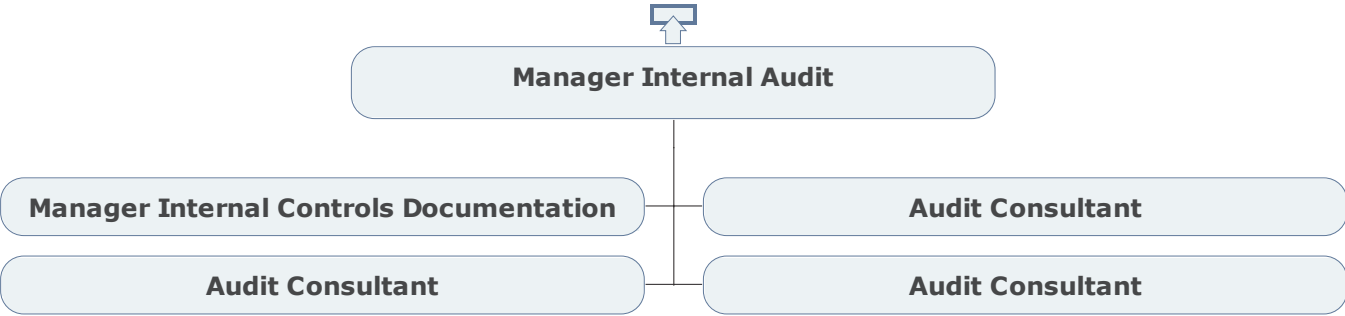
HUMAN RESOURCES



HUMAN RESOURCES



INTERNAL AUDIT



PUBLIC & GOVERNMENT AFFAIRS

