

1 **Undertaking Request (U-38)**

2 **Thursday, April 26, 2018**

3 **Transcript Reference: Pg. 103, .line 1 to Pg. 104, line 14**

4 Undertake to provide if there has been any written direction to Hydro employees to
5 include Mr. Coish in decisions involving industrial customers.

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8 **Undertaking Response**

9 Please refer to U-DD-038 Attachment 1 which contains an email from Tony Lye, Manager of
10 Customer Service to the Regional Managers within Transmission and Rural Operations
11 regarding the Manager, Key Accounts position.

From: Tony Lye/NLHydro
To: Rick Kennedy/NLHydro@NLHYDRO, Michael Churchill/NLHydro@NLHydro, Wade Hillier/NLHydro@NLHydro
Cc: Robert N Coish/NLHydro@NLHYDRO
Date: 05/24/2016 03:50 PM
Subject: Managing our Key Accounts

Hi Mike/Rick/Wade

As you guys are aware Robert Coish has taken on the role of Manager, Key Accounts starting this week. One of the objectives for our Key Accounts program is to create a single point of contact for our largest customers through our Manager, Key Accounts. Robert should be the main contact at Hydro, allowing him to navigate our organization on behalf of our customers.

This new position for Hydro was created to establish and develop relationships with key customers. To start we will include our industrial customers and large mines (Rambler and Anaconda) in the account management program.

Going forward as the program evolves the number of customers managed through our account management program will be increased. For now communication including updates for planned and unplanned outages should come from Robert.

To ensure success for both our Key Accounts program our customers can you remind you staff to be sure Robert is engaged on discussions involving the customers identified above.

Both Robert and I are looking forward to working with your teams as the account management program unfolds.

Thanks
Tony



Tony Lye
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