

1 Q. **2017 General Rate Application - Operations**

2 Pages 3.2-3.3 – What measures or processes has Hydro put in place to evaluate the
3 effectiveness of the new organizational structure?
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7 A. The organizational changes within Hydro began with the announcement of the new
8 executive structure in mid-2016 and were carried out over a period of months,
9 continuing into mid-2017, as the members of the executive team joined the
10 Company. Hydro is still in a period of transition as it works towards its intended
11 future state.

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13 The goal of the new organizational structure is to ensure organizational
14 independence for Hydro related to operations management, financial management,
15 performance accountability, regulatory oversight, and control and accountability for
16 shared services. Improving business performance in these strategic areas will be an
17 important measure of the new organization structure.

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19 Examples of the measures that Hydro will use to evaluate the effectiveness of its
20 new organizational structure and the Executive include:

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- Safety performance;

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- Reliability performance;

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- Customer satisfaction;

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- Financial performance and cost management; and

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- Regulatory Compliance.