

1 Q. Please provide the resources (internal and external) for Customer Service by major
2 category for the most recent year available, noting any significant planned future
3 changes.

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6 A. Please refer to PUB-Nalcor-189, Attachment 1 for a copy of the Customer Services
7 organizational chart. This chart shows all internal resources. Please refer to Table 1
8 of Nalcor's response to PUB-Nalcor-188 for external service providers that are used
9 by Hydro in the provision of its customer services.

Corporate Services & Regulatory Affairs – Hydro
 Customer Service

