

1 **Section 1: Introduction**

2  
3 **Q. Describe any organizational changes that have occurred since the response to PUB-**  
4 **NP-001 was filed in the 2022-2023 General Rate Application and provide the most**  
5 **recent organizational charts for Newfoundland Power.**

6  
7 A. No significant organizational changes have taken place since the *2022/2023 General Rate*  
8 *Application*. There were, however, movements among the Directors for certain  
9 responsibilities.<sup>1</sup>

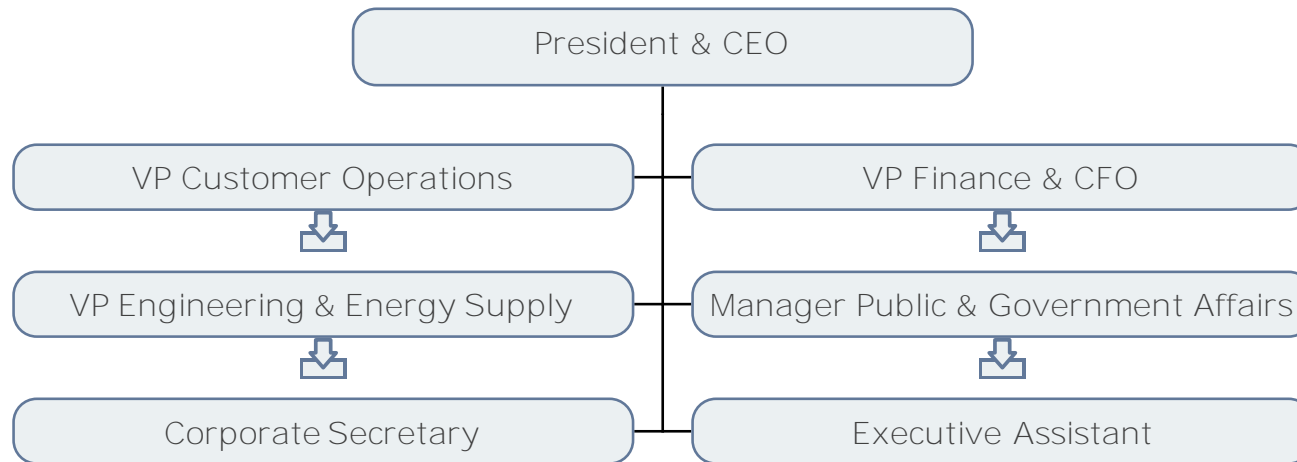
10  
11 Attachment A contains a copy of Newfoundland Power’s organizational chart as at  
12 December 31, 2023.

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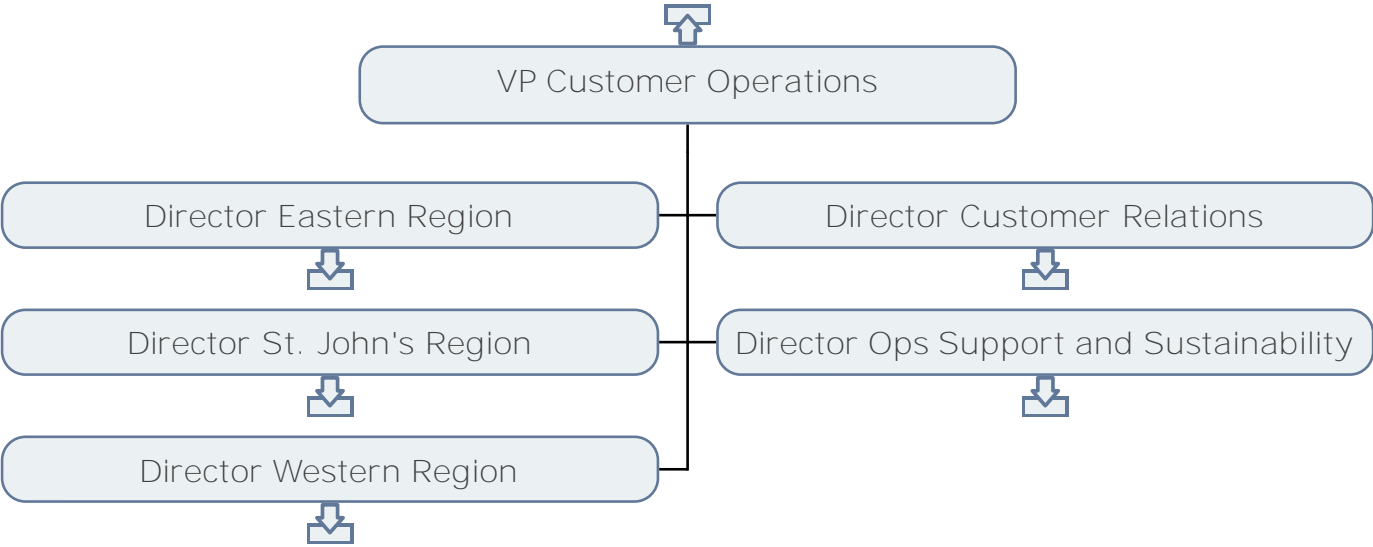
<sup>1</sup> For example, in 2022 the Director, Customer Relations assumed responsibility for Customer Relations and Energy Solutions. The Director, Operations Support assumed responsibility for Sustainability, Environment and Metering, in addition to Operations Support. In 2023, on a temporary basis, the Director, Operations Support and Sustainability assumed responsibility for Customer Relations and the Director, Business and Regulatory Affairs assumed responsibility for Energy Solutions. Following the implementation of the Customer Information System (“CIS”) Project in 2023, the temporary role of Director, CIS Project was discontinued. Responsibility for Customer Relations and the CIS Project was transferred back to the Director, Customer Relations.

**Newfoundland Power's  
Organizational Chart as at December 31, 2023**

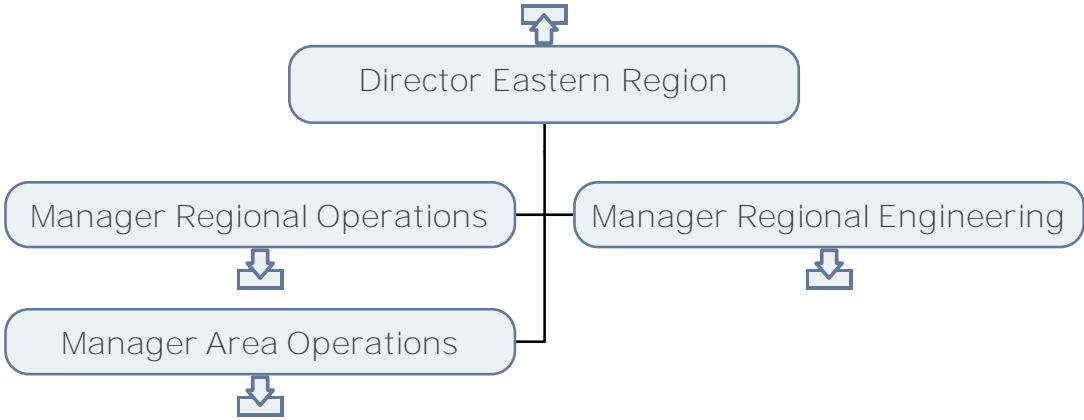
# EXECUTIVE



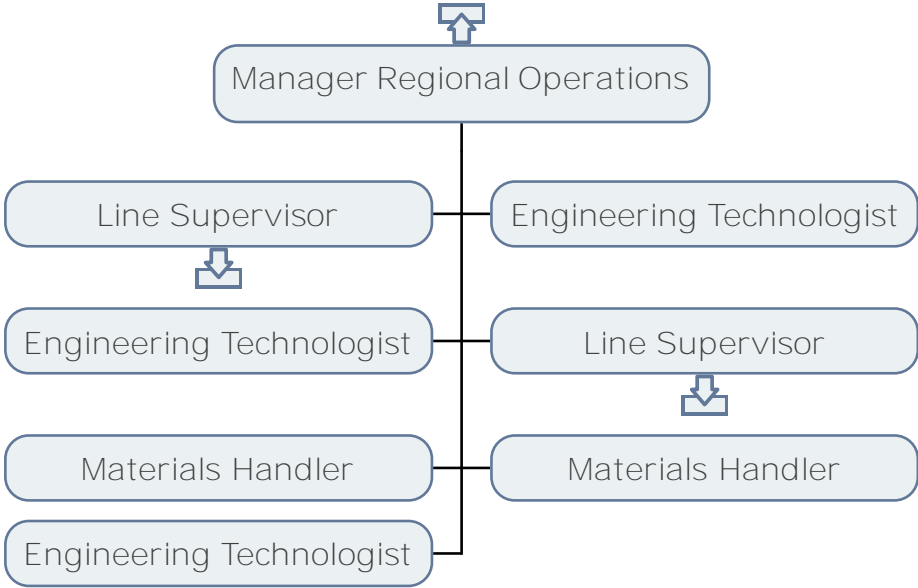
# CUSTOMER OPERATIONS



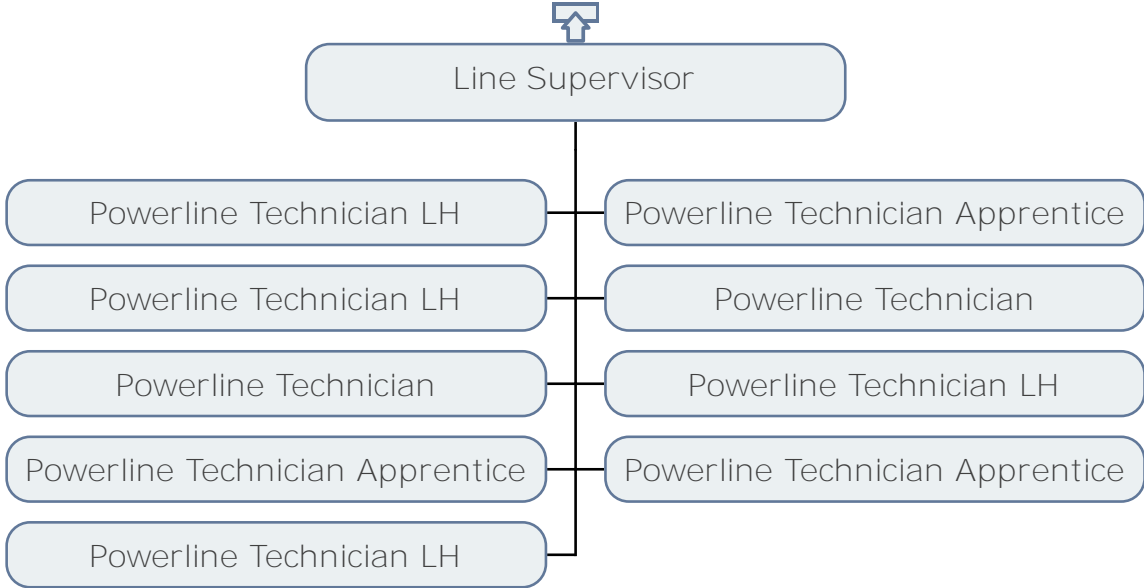
# CUSTOMER OPERATIONS EASTERN REGION



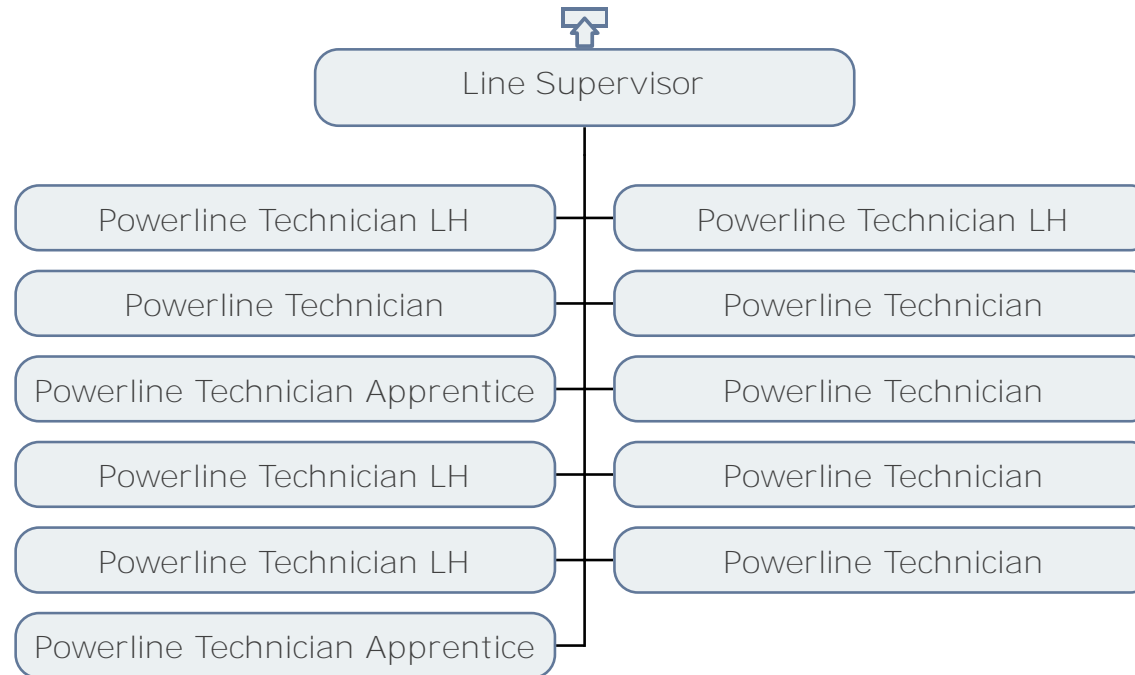
CUSTOMER OPERATIONS  
REGIONAL OPERATIONS - CLARENVILLE/BURIN



# CUSTOMER OPERATIONS LINE DEPARTMENT - BURIN

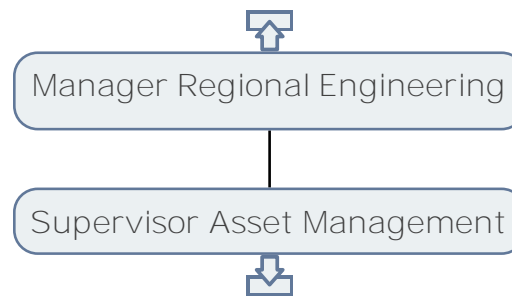


# CUSTOMER OPERATIONS LINE DEPARTMENT - CLARENVILLE

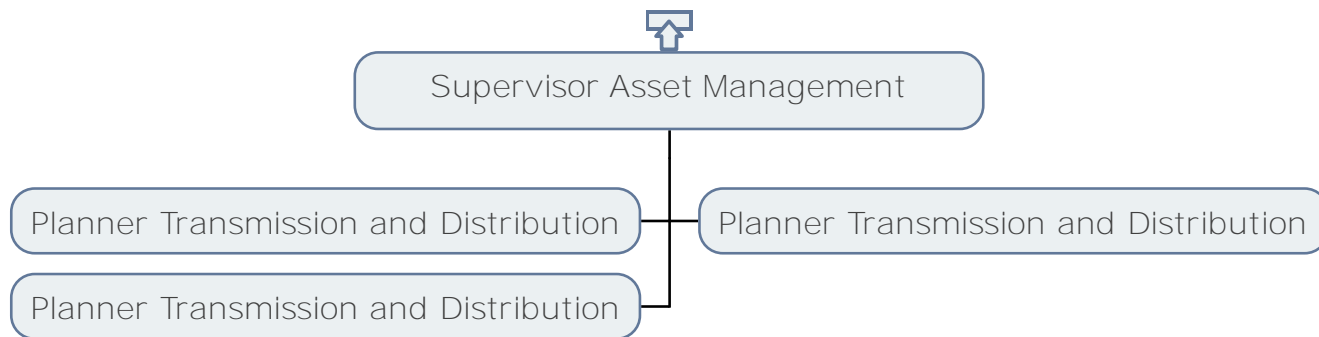




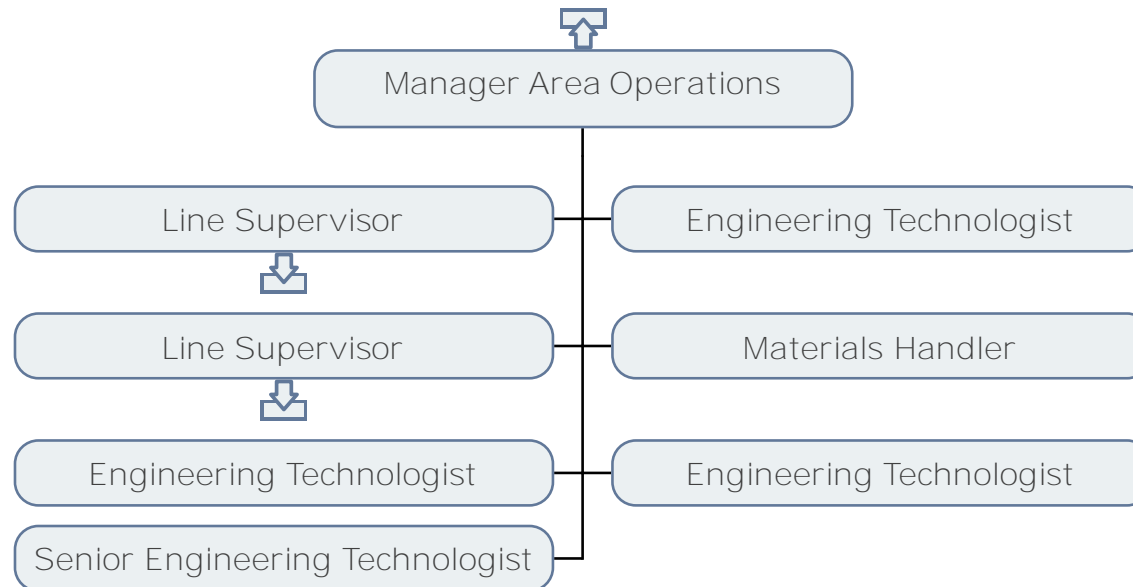
# CUSTOMER OPERATIONS REGIONAL ENGINEERING - EASTERN REGION



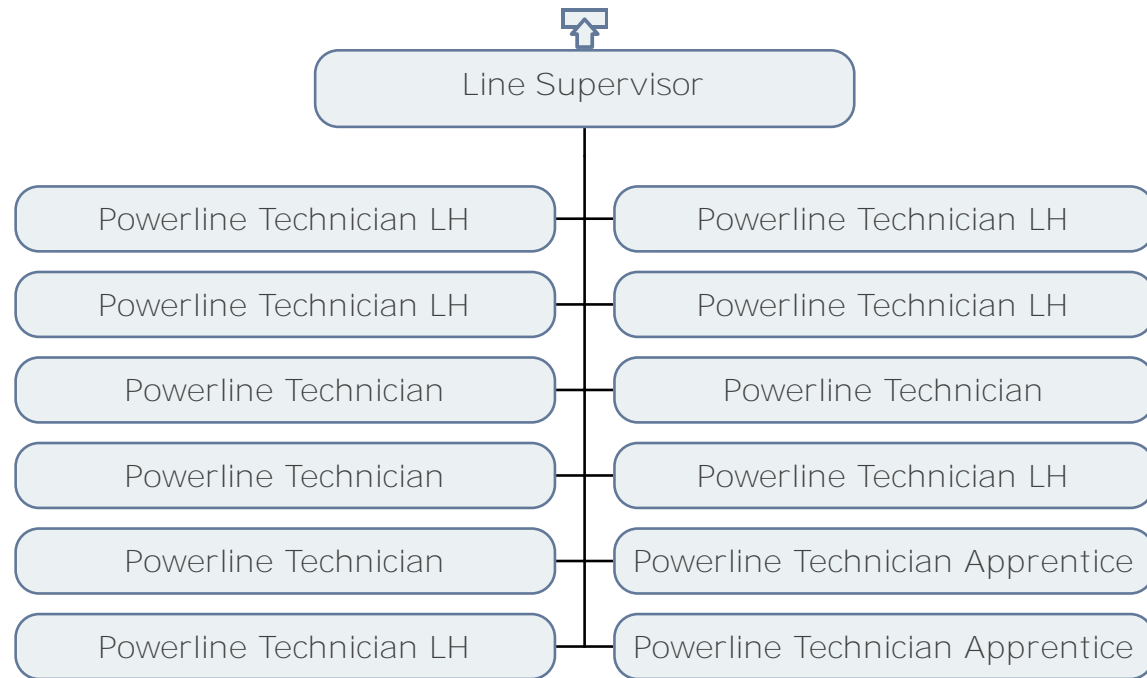
# CUSTOMER OPERATIONS ASSET MANAGEMENT - CLARENVILLE



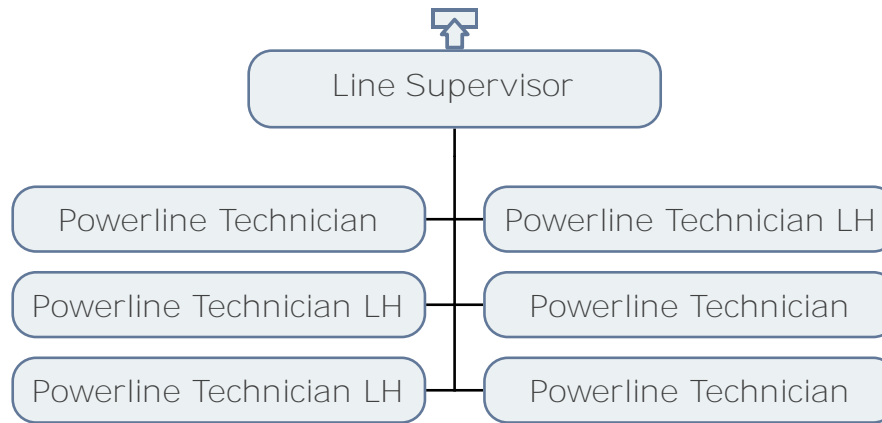
# CUSTOMER OPERATIONS AREA OPERATIONS - CARBONEAR



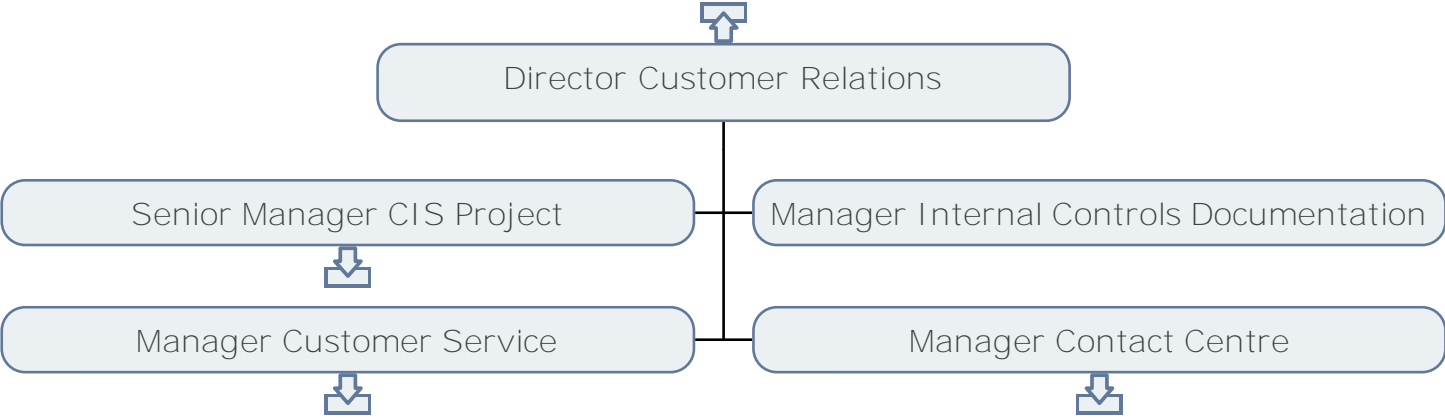
# CUSTOMER OPERATIONS LINE DEPARTMENT - CARBONEAR



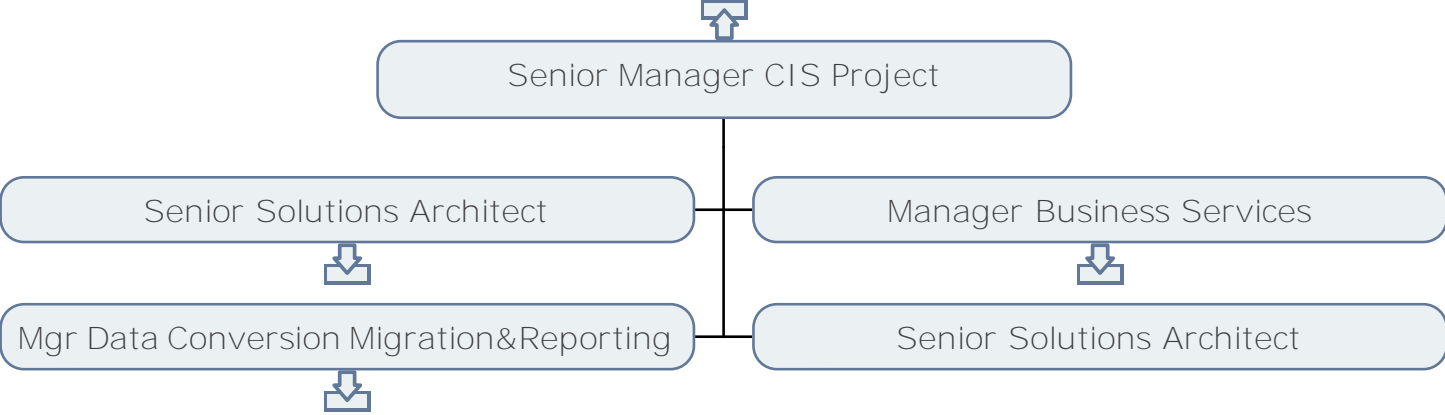
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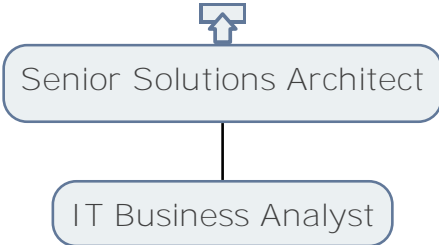
# CUSTOMER RELATIONS



# CUSTOMER OPERATIONS CIS PROJECT

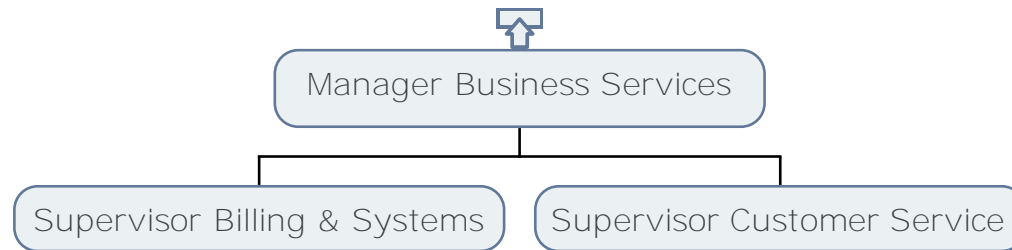


CUSTOMER OPERATIONS  
CIS PROJECT

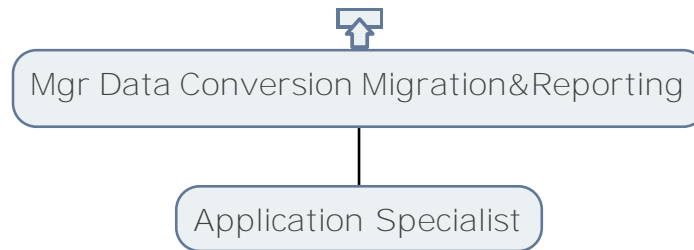




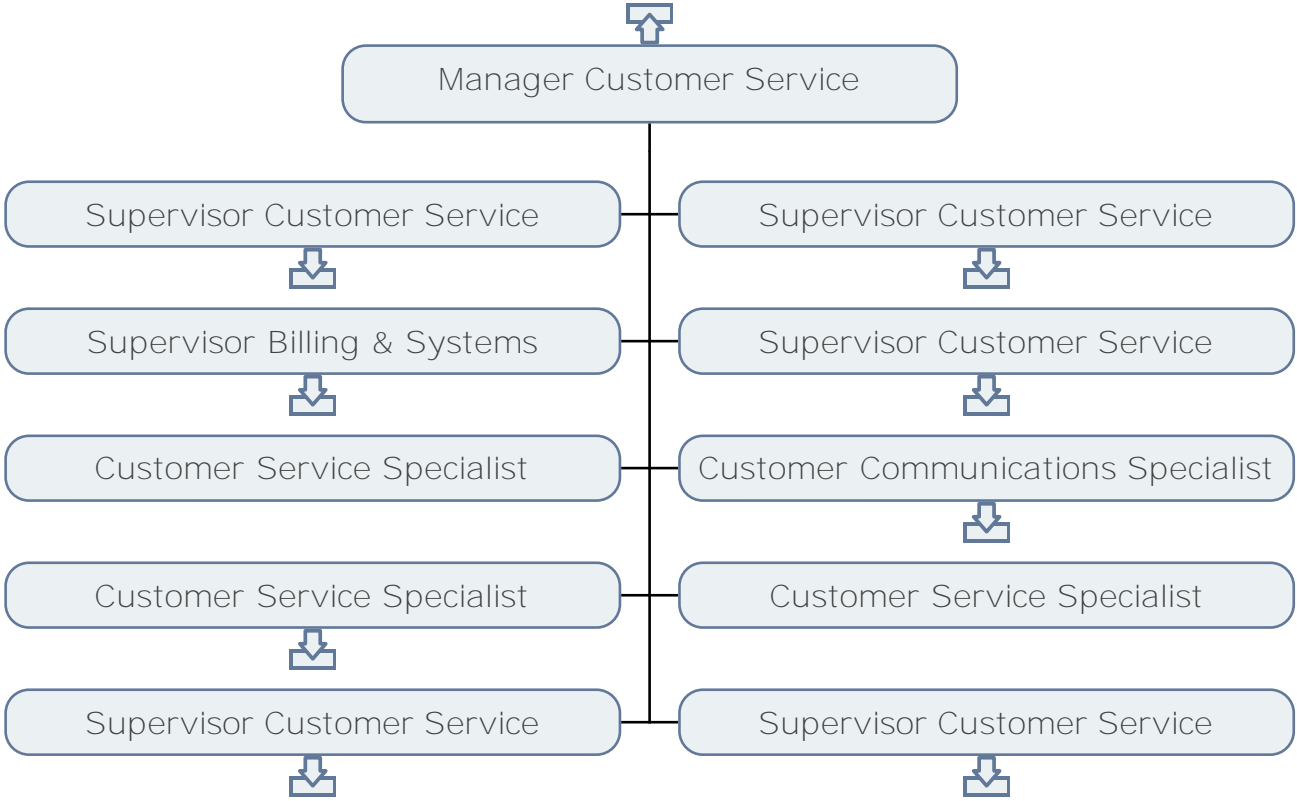
# CUSTOMER OPERATIONS CIS PROJECT



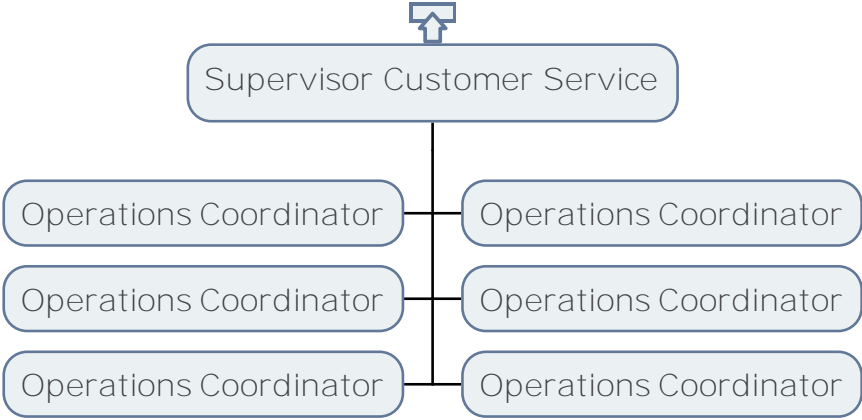
# CUSTOMER OPERATIONS CIS PROJECT



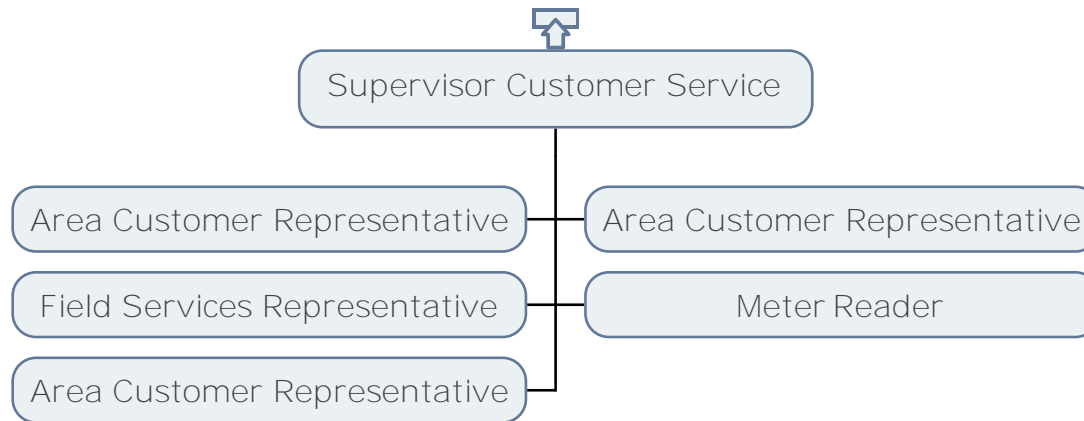
# CUSTOMER OPERATIONS CUSTOMER SERVICE



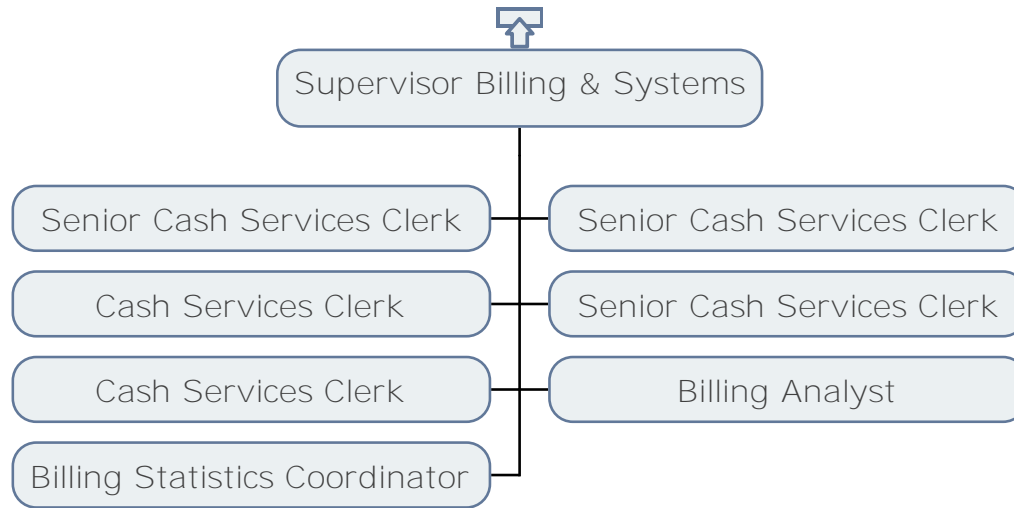
# CUSTOMER OPERATIONS CUSTOMER SERVICE



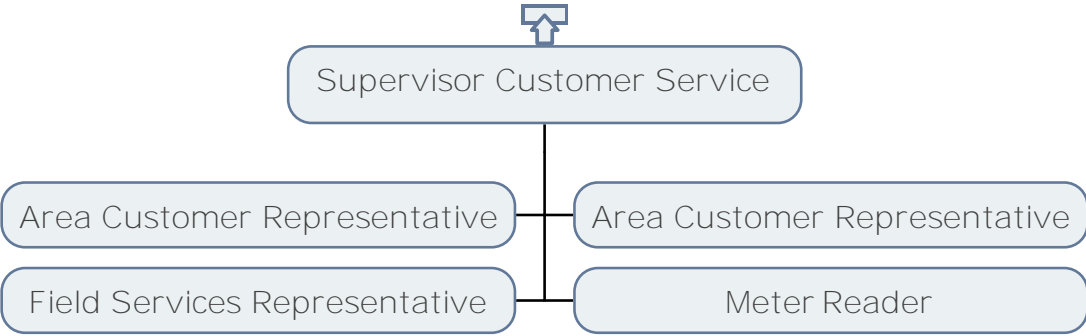
CUSTOMER OPERATIONS  
CUSTOMER SERVICE - CLARENVILLE/BURIN



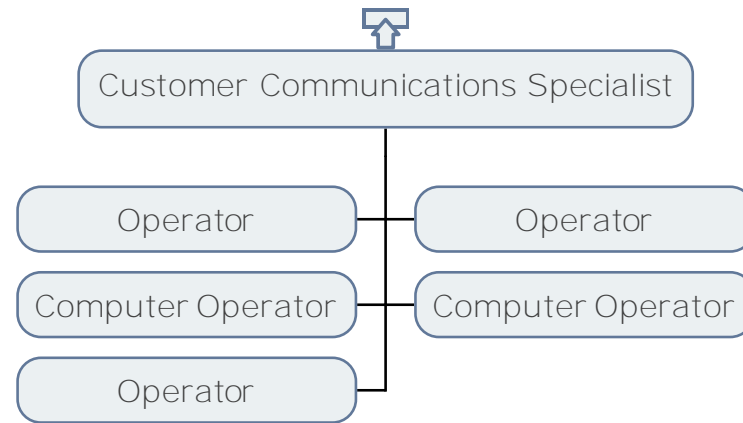
# CUSTOMER OPERATIONS BILLING & SYSTEMS



CUSTOMER OPERATIONS  
CUSTOMER SERVICE - CARBONEAR

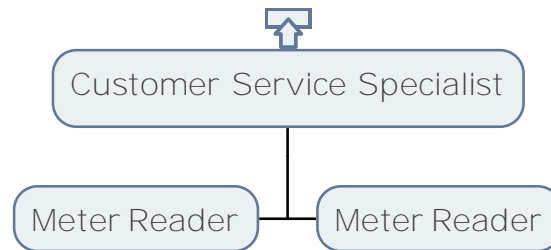


# CUSTOMER OPERATIONS CUSTOMER COMMUNICATIONS

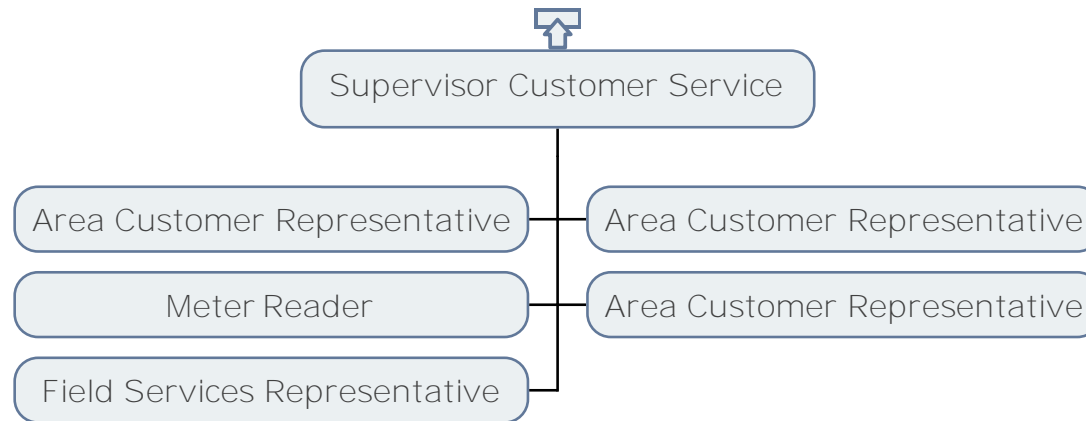




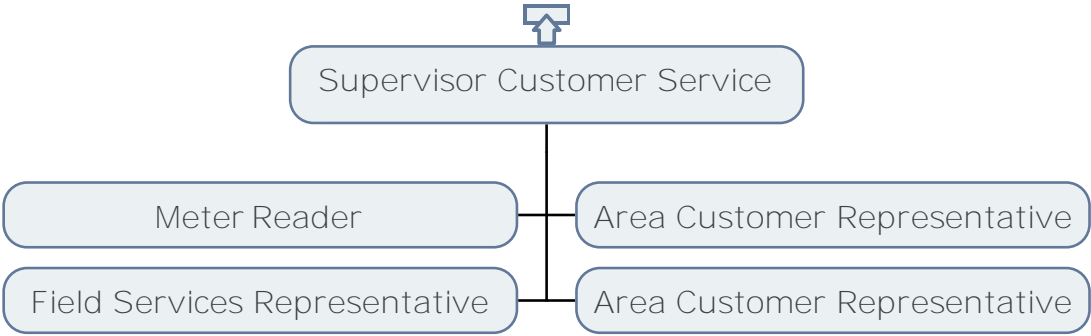
CUSTOMER OPERATIONS  
CUSTOMER RELATIONS



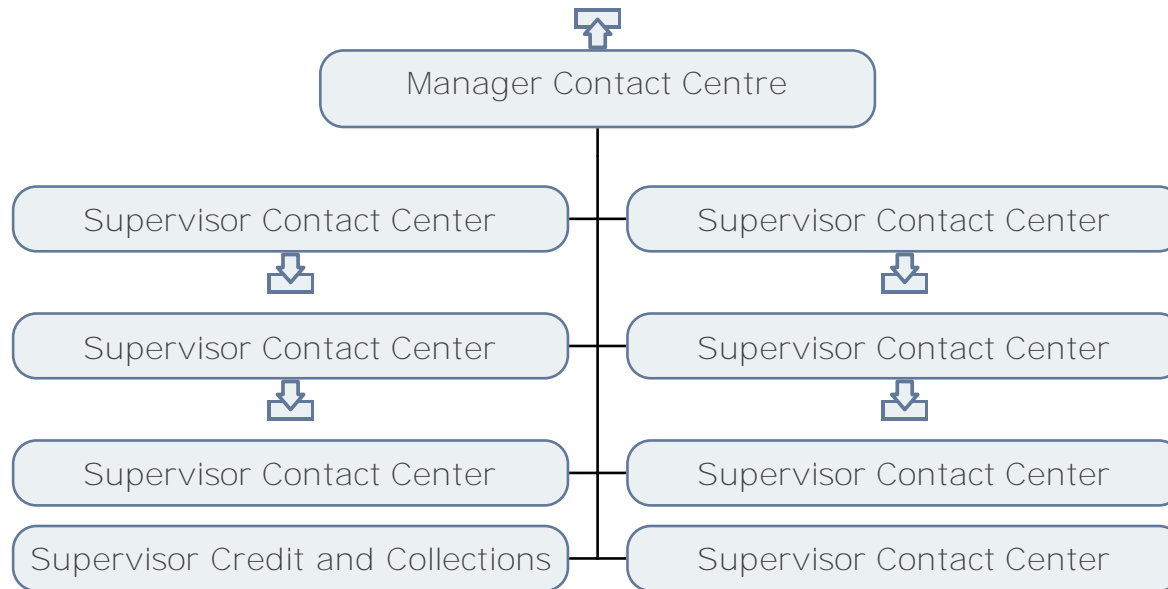
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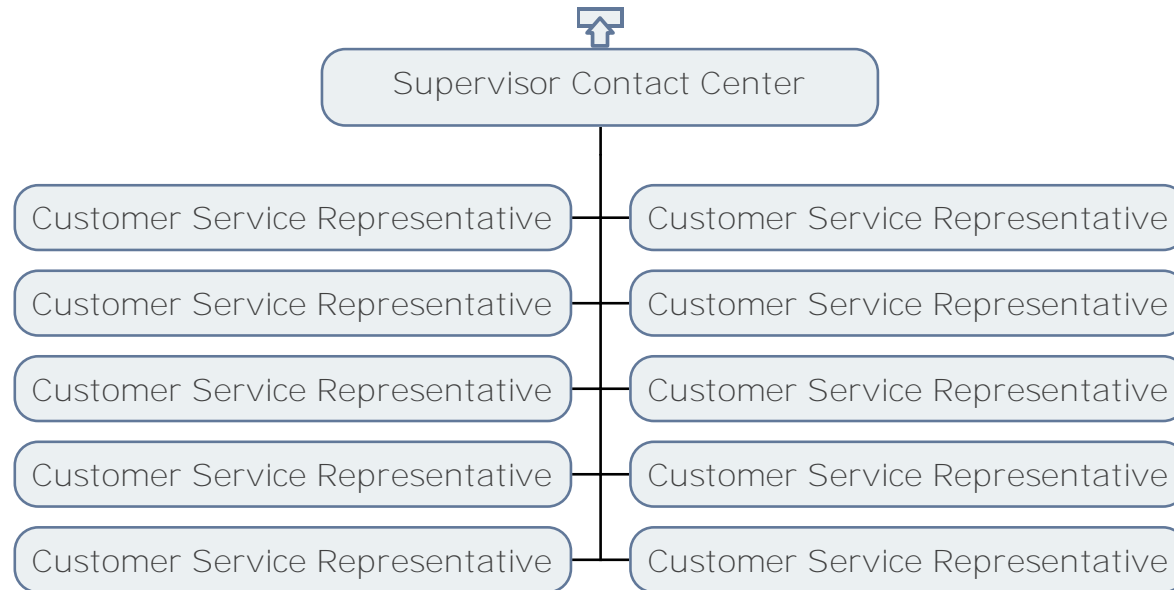
CUSTOMER OPERATIONS  
CUSTOMER SERVICE - CORNER BROOK



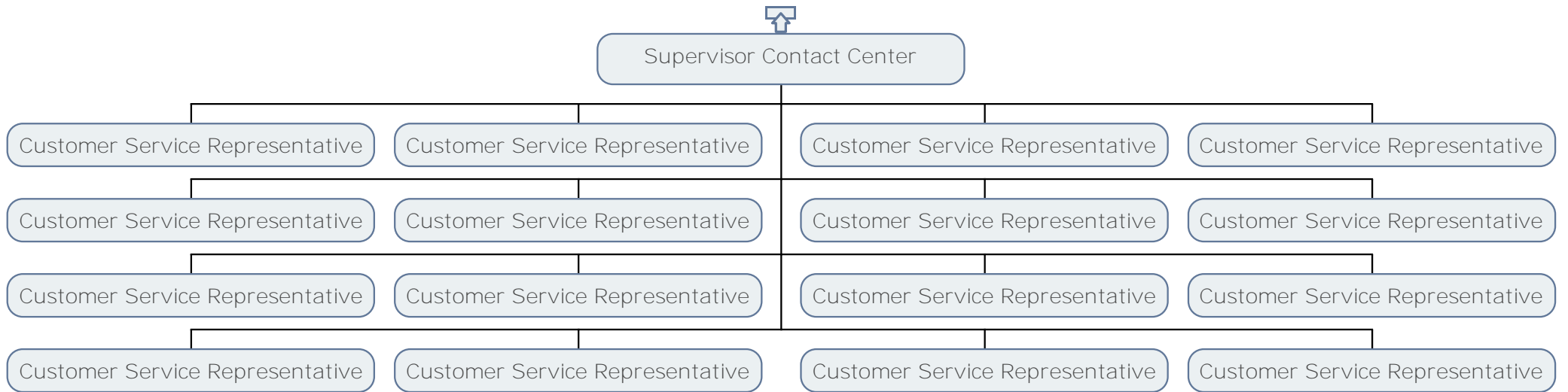
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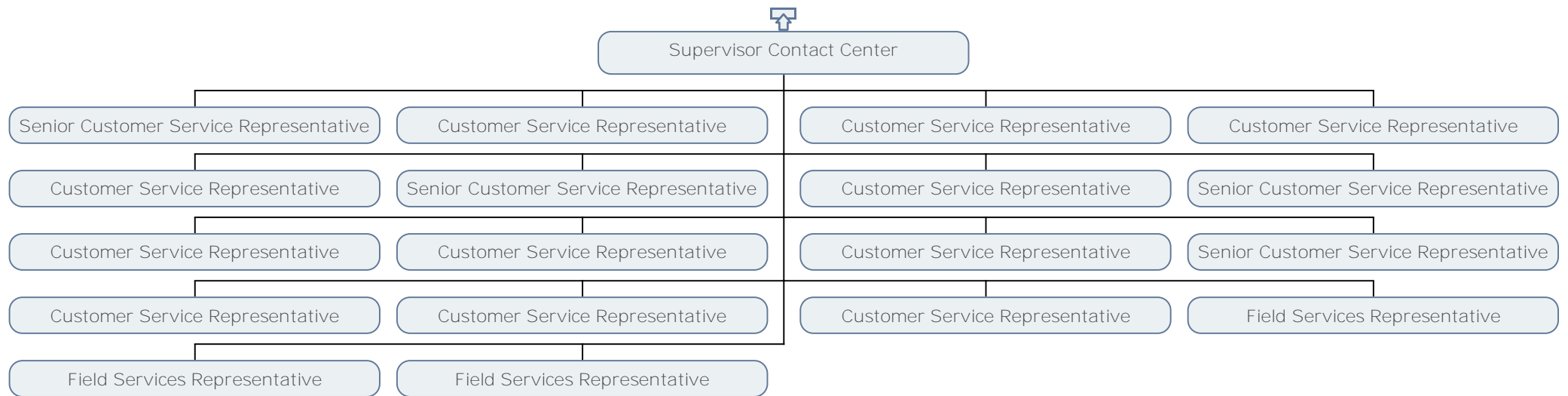
CUSTOMER OPERATIONS  
CONTACT CENTER



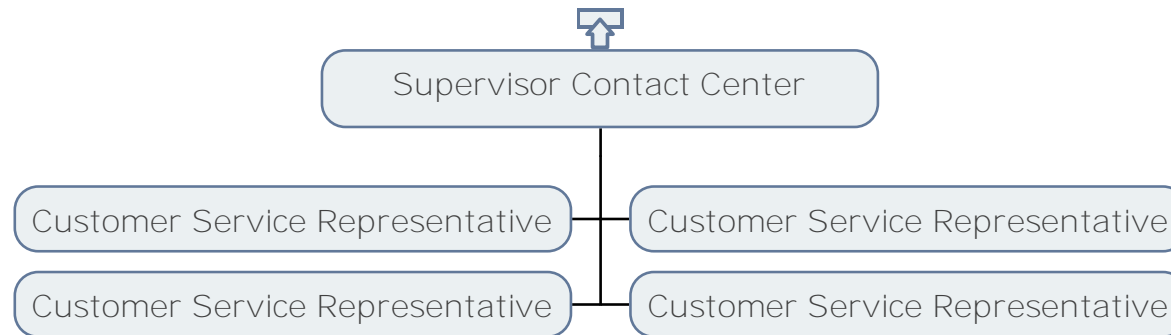
# CUSTOMER OPERATIONS CONTACT CENTER



# CUSTOMER OPERATIONS CONTACT CENTER

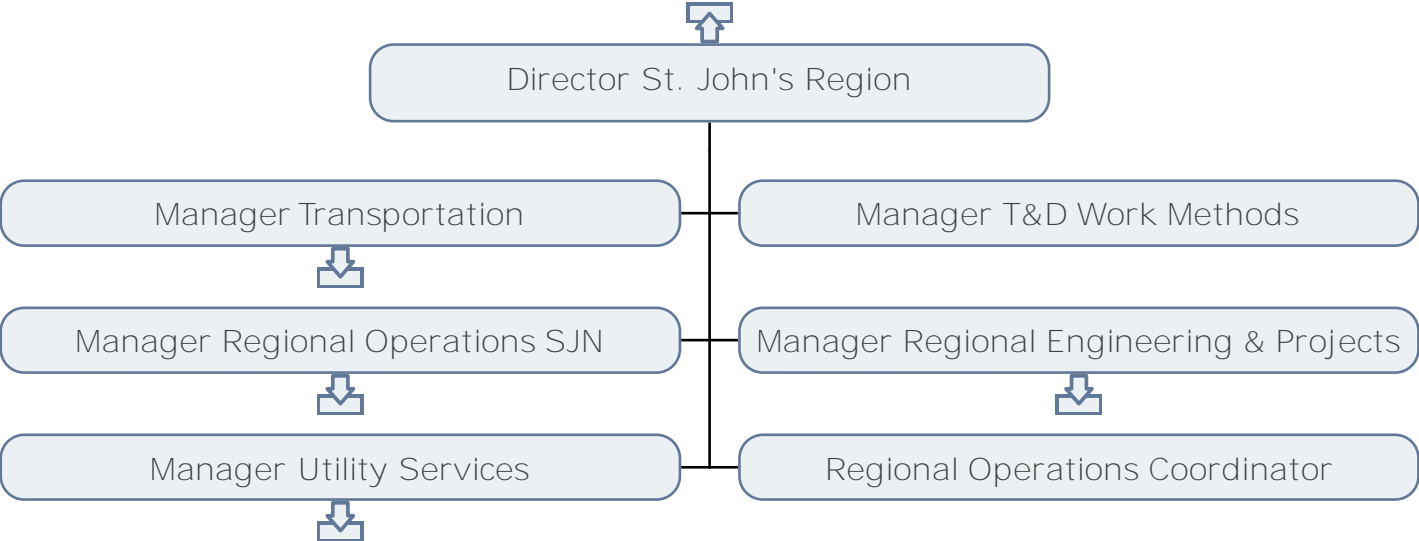


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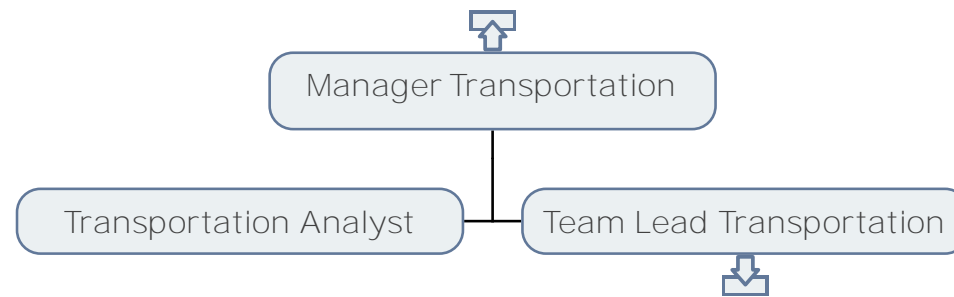




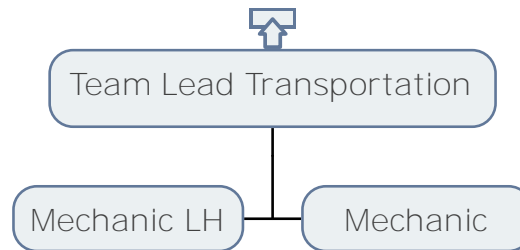
CUSTOMER OPERATIONS  
ST. JOHN'S REGION



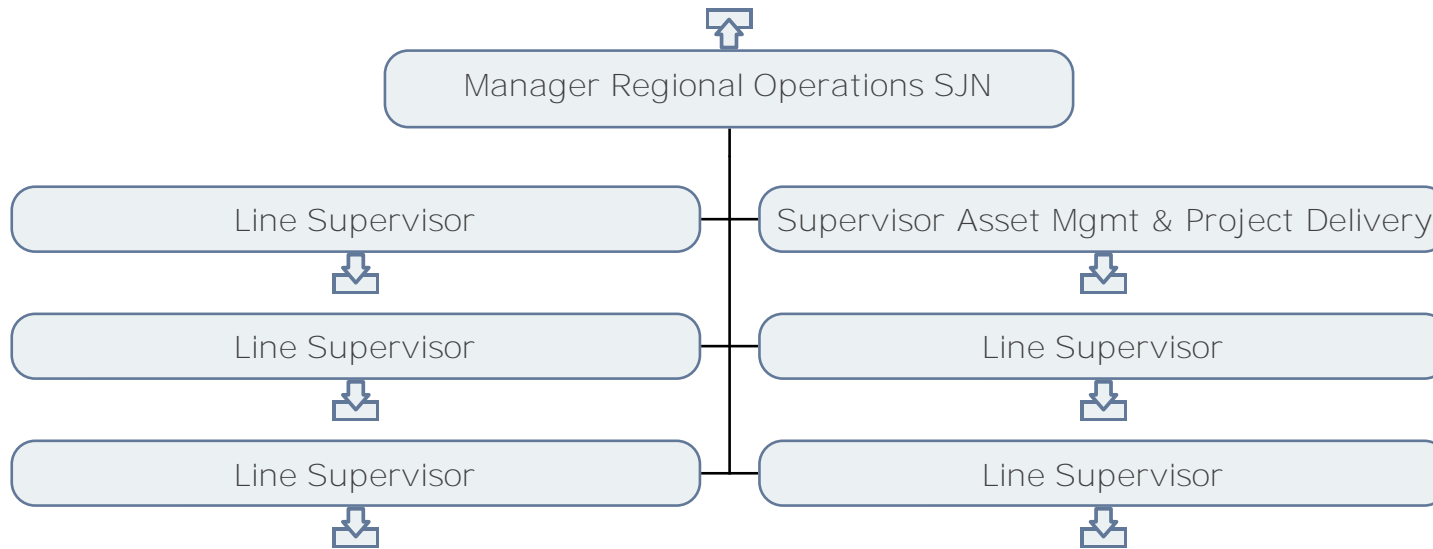
CUSTOMER OPERATIONS  
TRANSPORTATION, GRAND FALLS



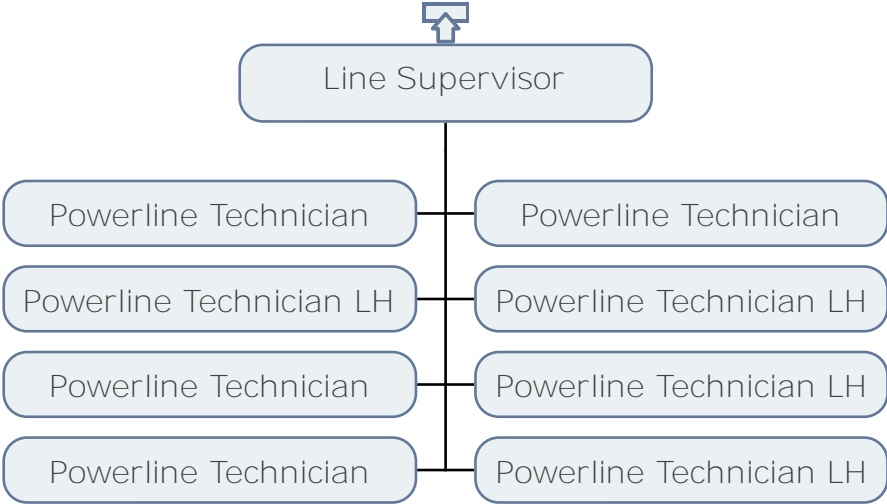
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TRANSPORTATION, ST. JOHN'S



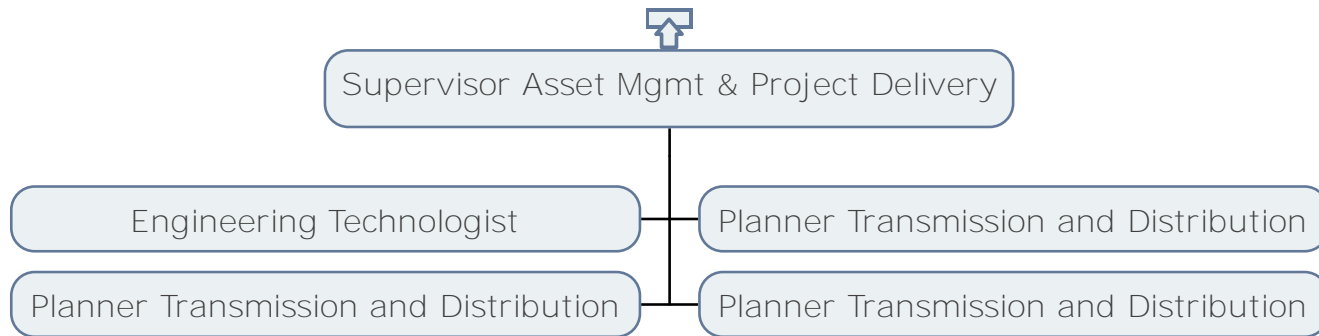
CUSTOMER OPERATIONS  
REGIONAL OPERATIONS, ST. JOHN'S REGION



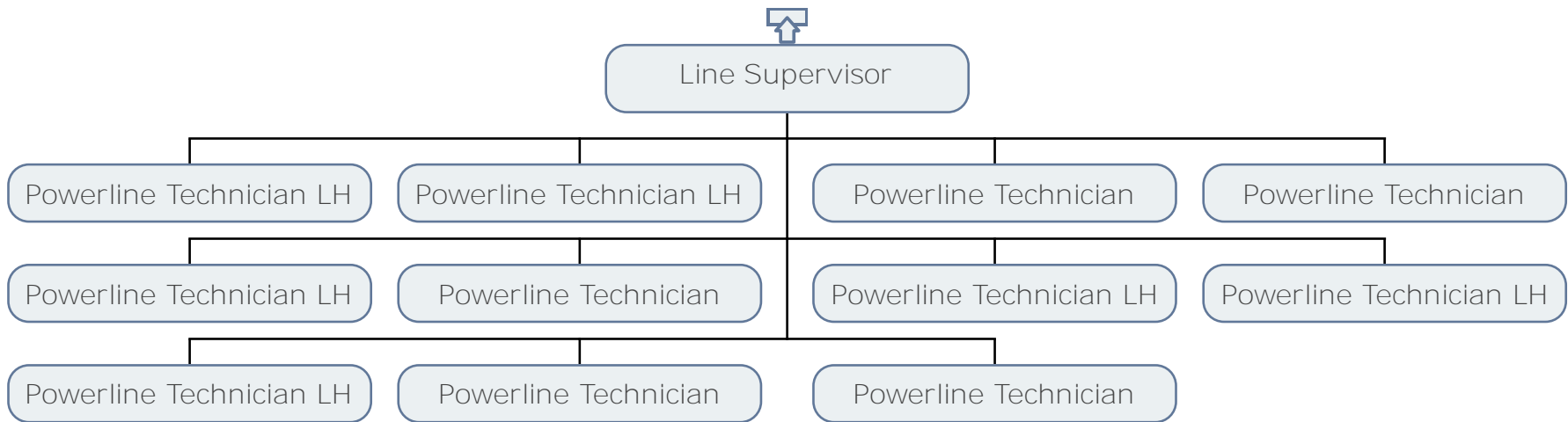
CUSTOMER OPERATIONS  
LINE DEPARTMENT, ST. JOHN'S REGION



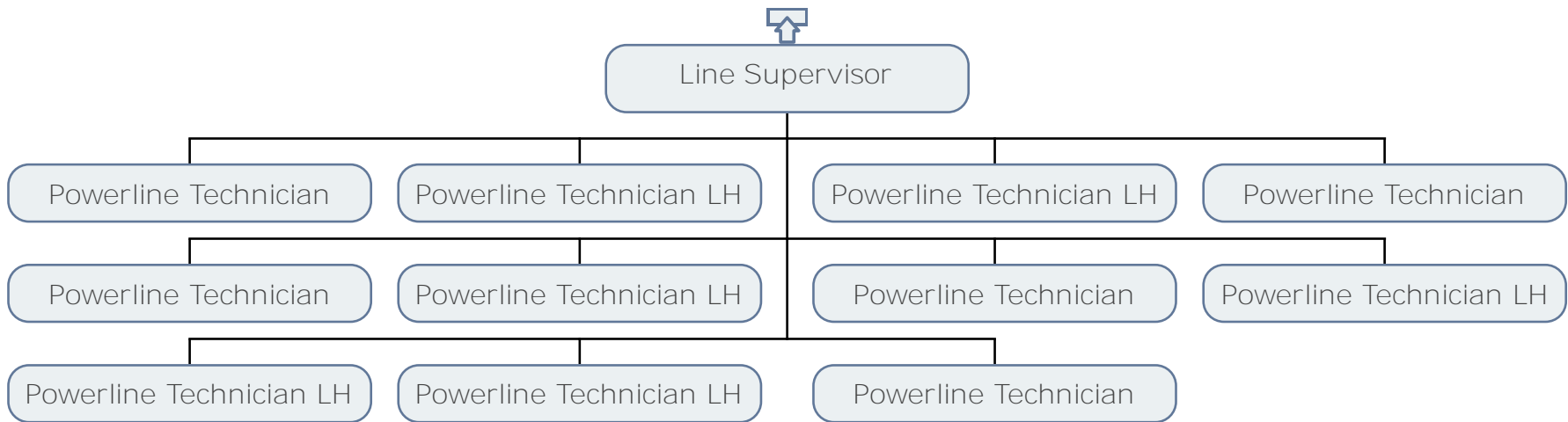
# CUSTOMER OPERATIONS ASSET MANAGEMENT & PROJECT DELIVERY



CUSTOMER OPERATIONS  
LINE DEPARTMENT, ST. JOHN'S REGION

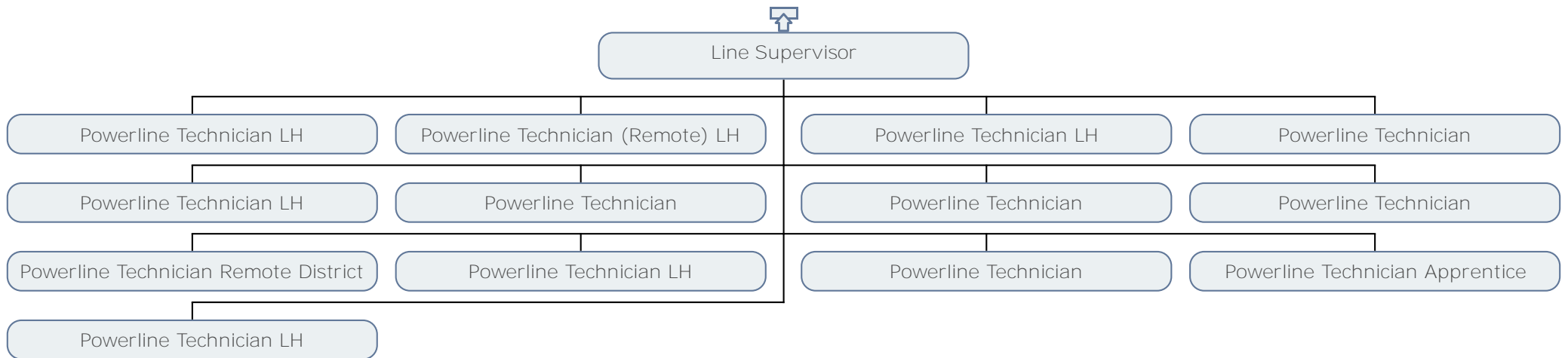


CUSTOMER OPERATIONS  
LINE DEPARTMENT, ST. JOHN'S REGION





CUSTOMER OPERATIONS  
LINE DEPARTMENT, ST. JOHN'S REGION



CUSTOMER OPERATIONS  
LINE DEPARTMENT, ST. JOHN'S REGION



Line Supervisor

Underground Locator - St. John's

Powerline Technician

Powerline Technician

Powerline Technician LH

Powerline Technician LH

Underground Locator - St. John's

Powerline Technician

Powerline Technician Apprentice

Powerline Technician LH

Powerline Technician

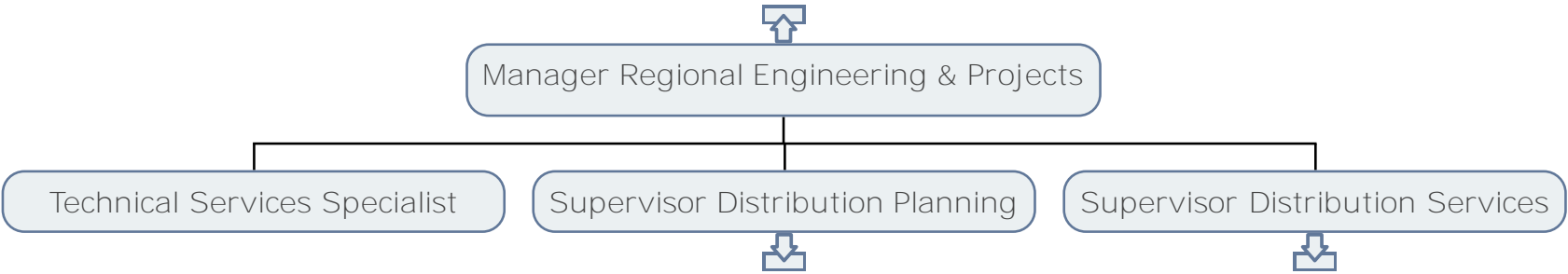
Powerline Technician LH

Powerline Technician

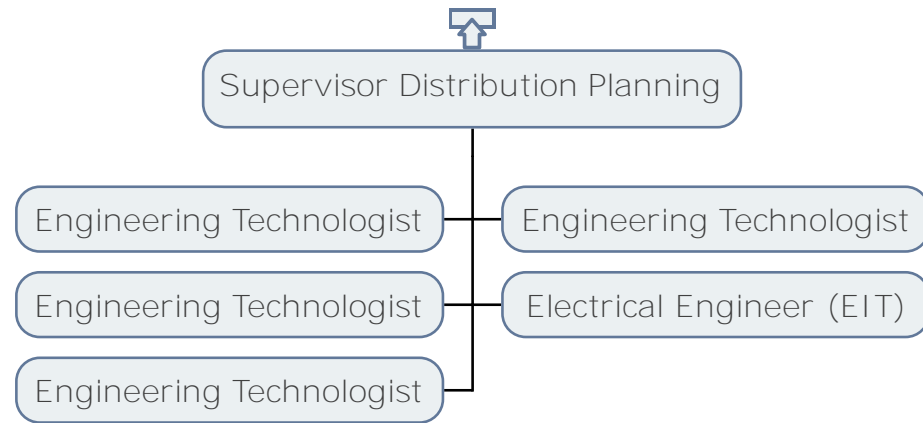
Powerline Technician LH

Powerline Technician

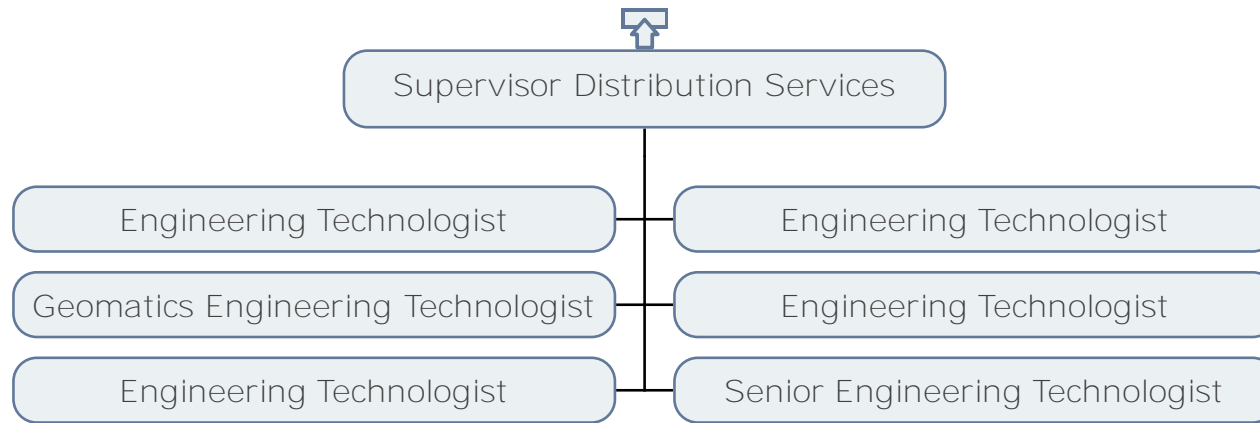
CUSTOMER OPERATIONS  
REGIONAL ENGINEERING & PROJECTS



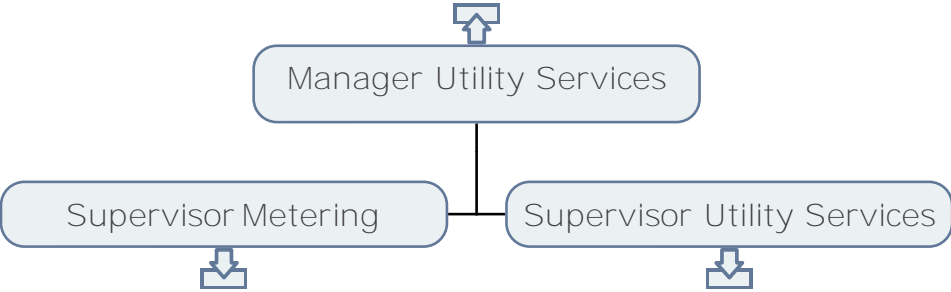
## CUSTOMER OPERATIONS DISTRIBUTION PLANNING



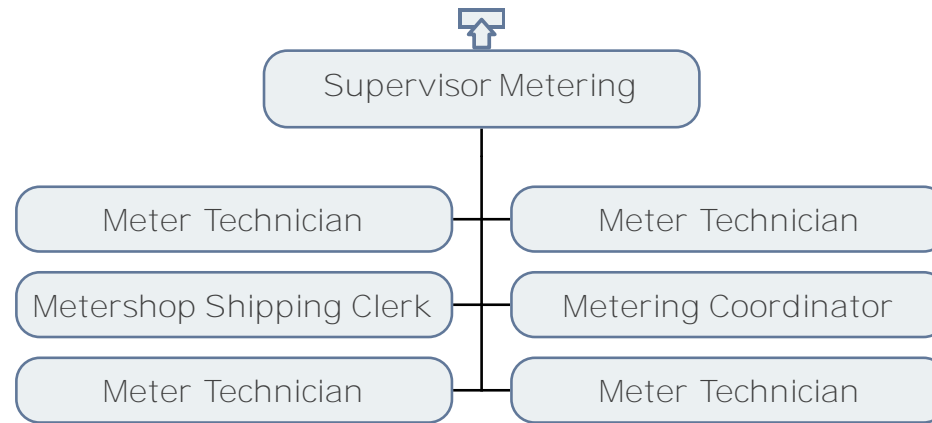
# CUSTOMER OPERATIONS DISTRIBUTION SERVICES



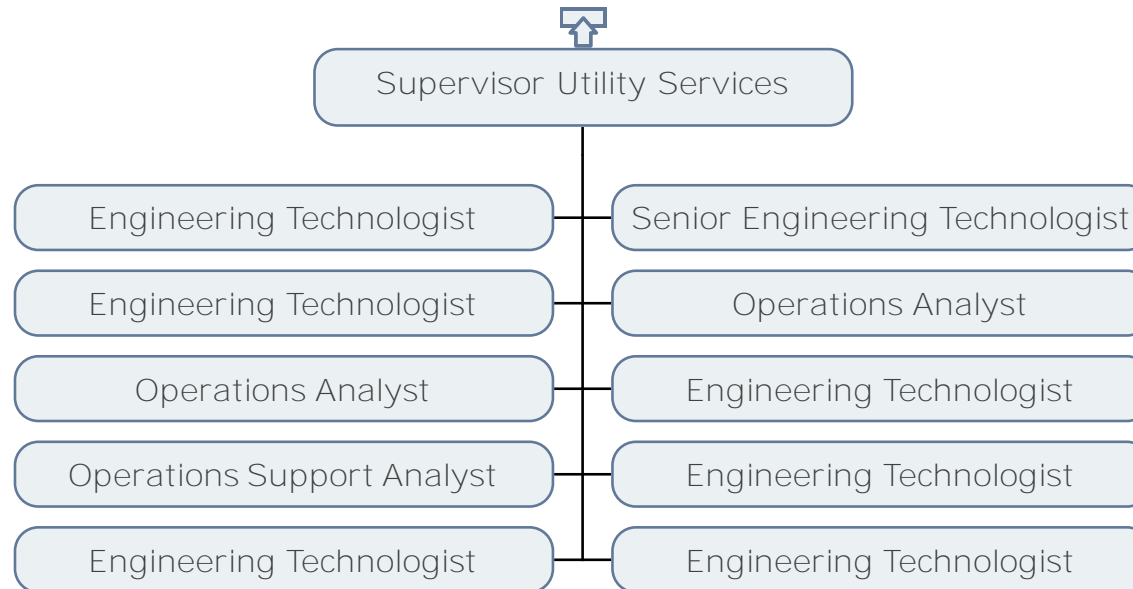
CUSTOMER OPERATIONS  
UTILITY SERVICES



# CUSTOMER OPERATIONS METERING

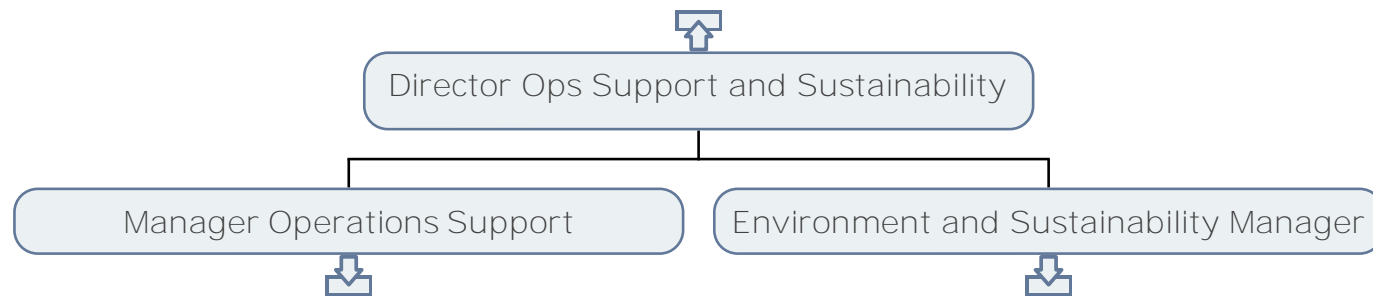


# CUSTOMER OPERATIONS UTILITY SERVICES



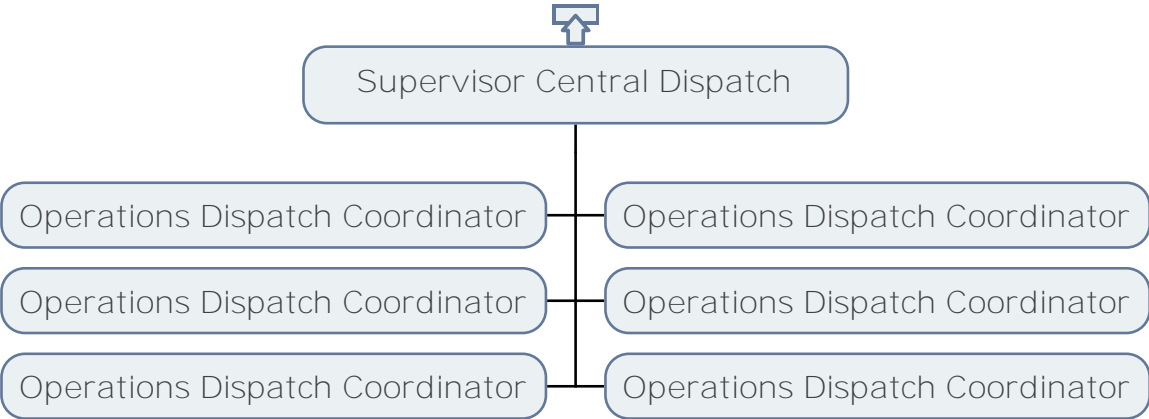


# CUSTOMER OPERATIONS OPERATIONS SUPPORT AND SUSTAINABILITY

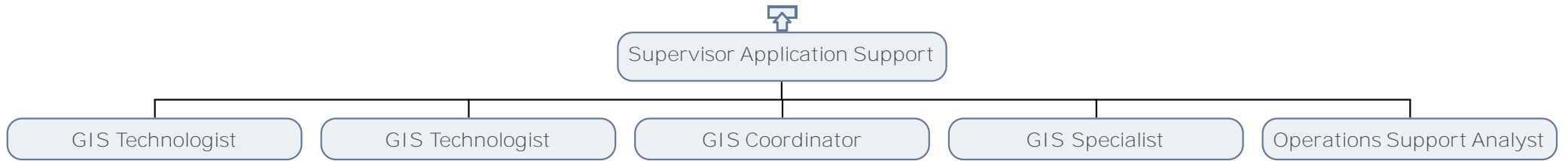




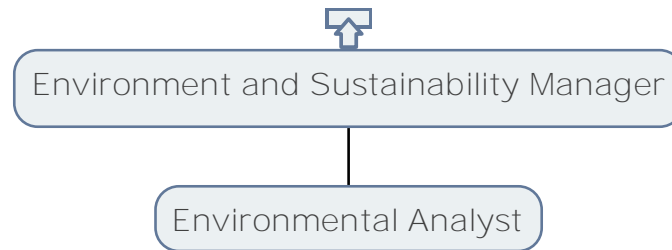
CUSTOMER OPERATIONS  
CENTRAL DISPATCH



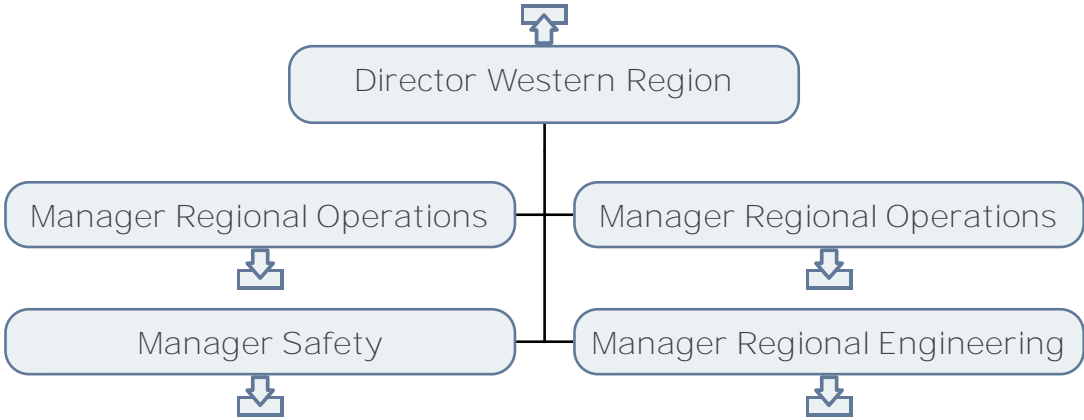
CUSTOMER OPERATIONS  
OPERATIONS SUPPORT & SUSTAINABILITY



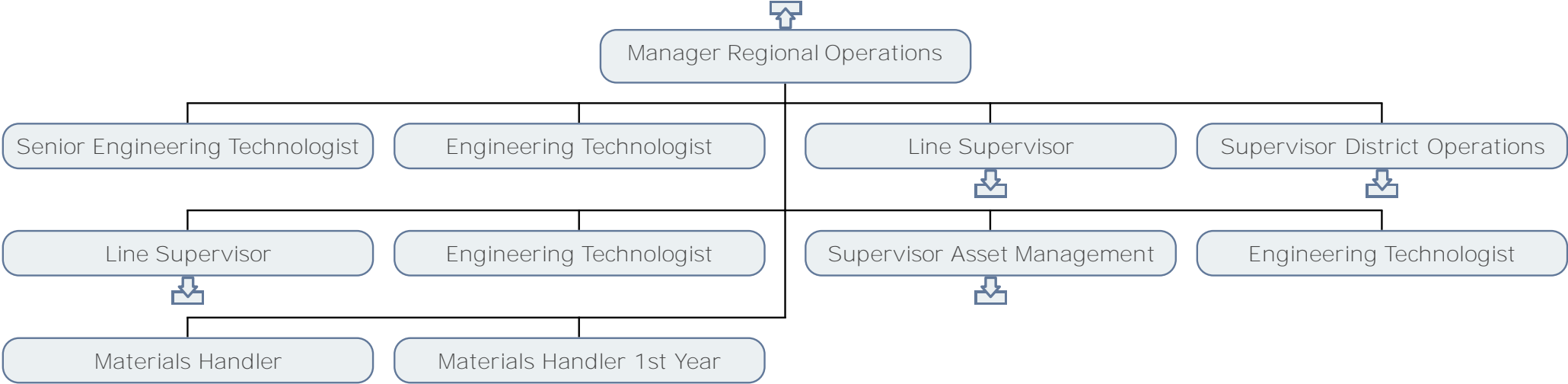
CUSTOMER OPERATIONS  
ENVIRONMENT & SUSTAINABILITY



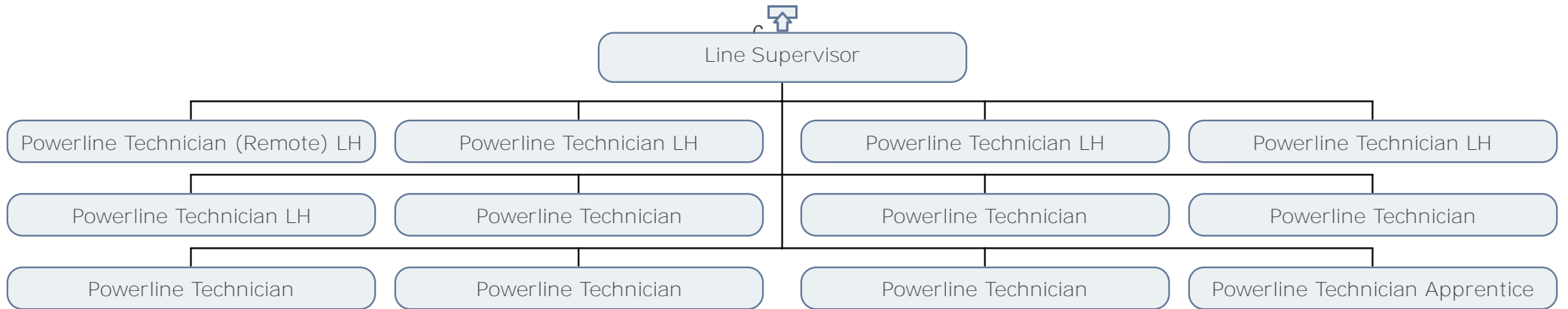
CUSTOMER OPERATIONS  
WESTERN REGION



CUSTOMER OPERATIONS  
REGIONAL OPERATIONS, GRAND FALLS

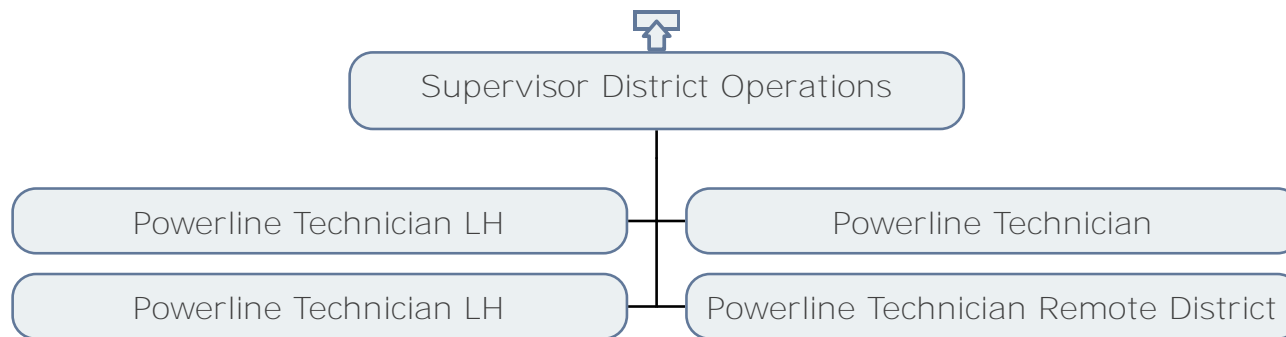


CUSTOMER OPERATIONS  
LINE DEPARTMENT, GANDER





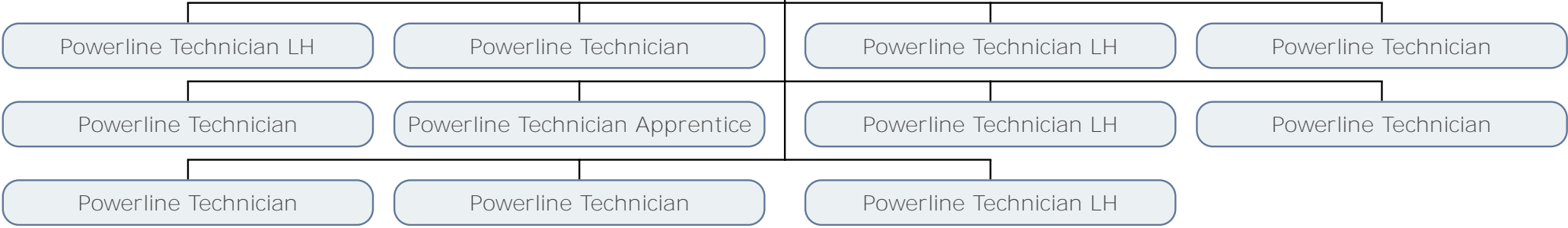
CUSTOMER OPERATIONS  
DISTRICT OPERATIONS, GRAND FALLS



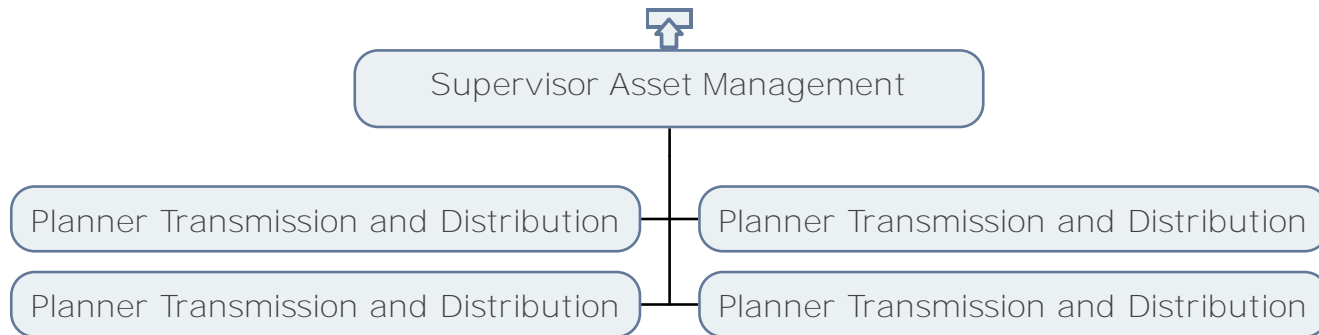
CUSTOMER OPERATIONS  
LINE DEPARTMENT GRAND FALLS



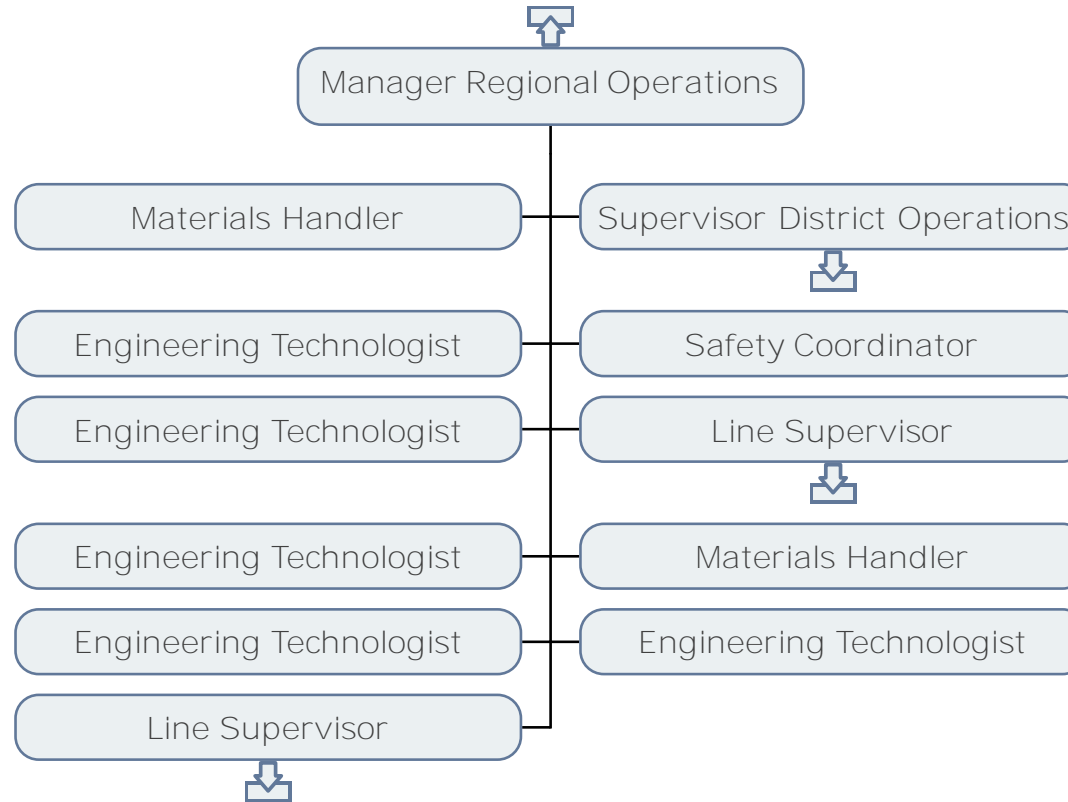
Line Supervisor



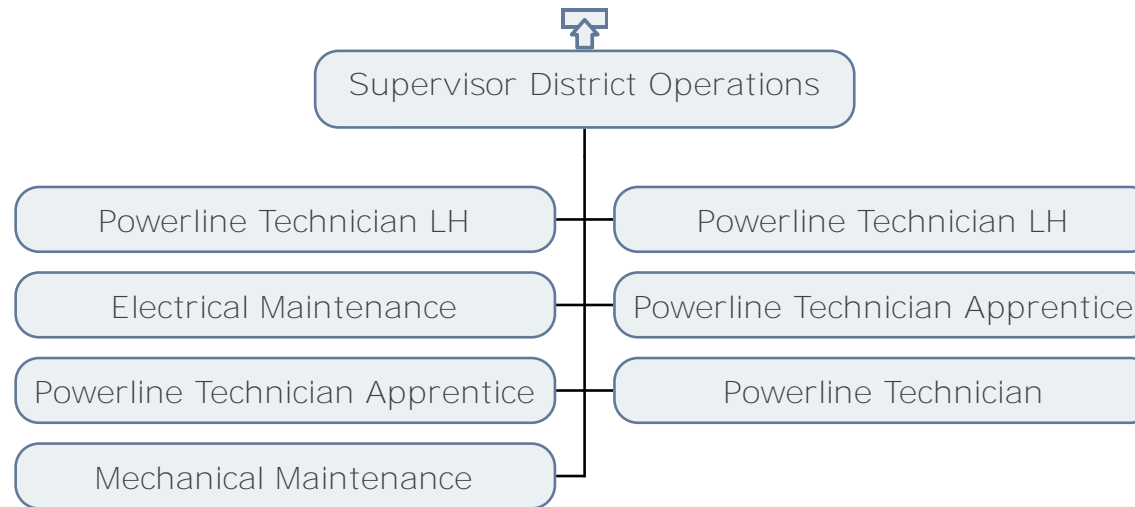
# CUSTOMER OPERATIONS ASSET MANAGEMENT



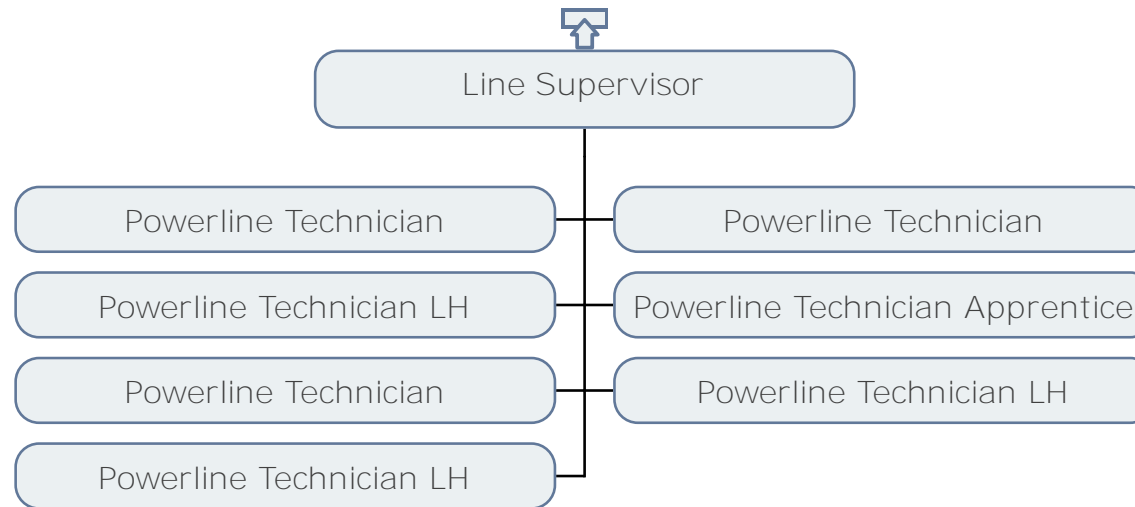
# CUSTOMER OPERATIONS REGIONAL OPERATIONS



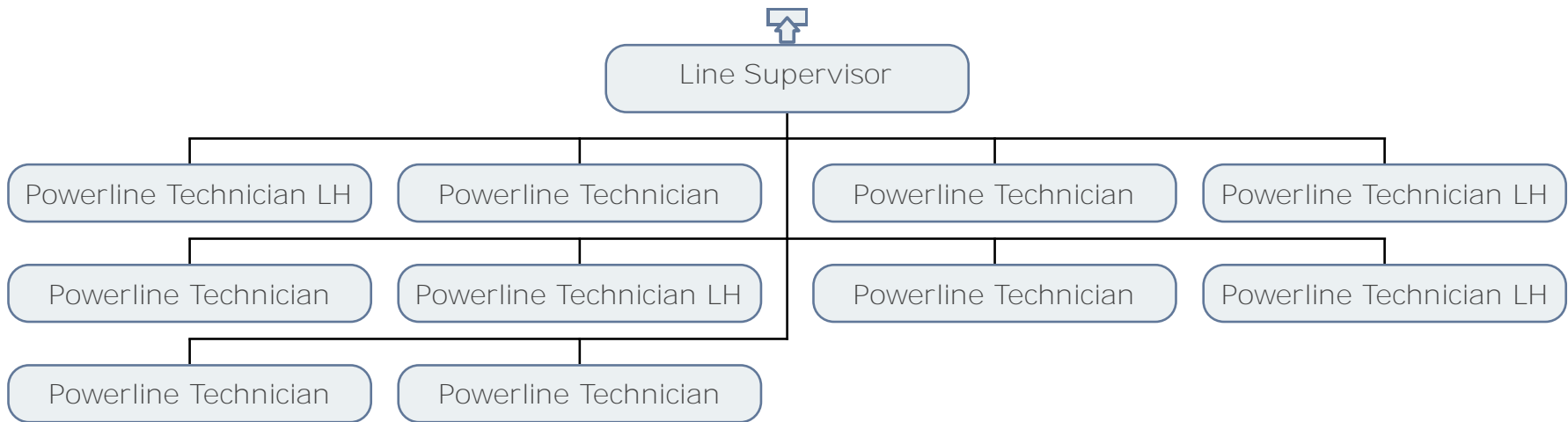
# CUSTOMER OPERATIONS DISTRICT OPERATIONS, PORT AUX BASQUES



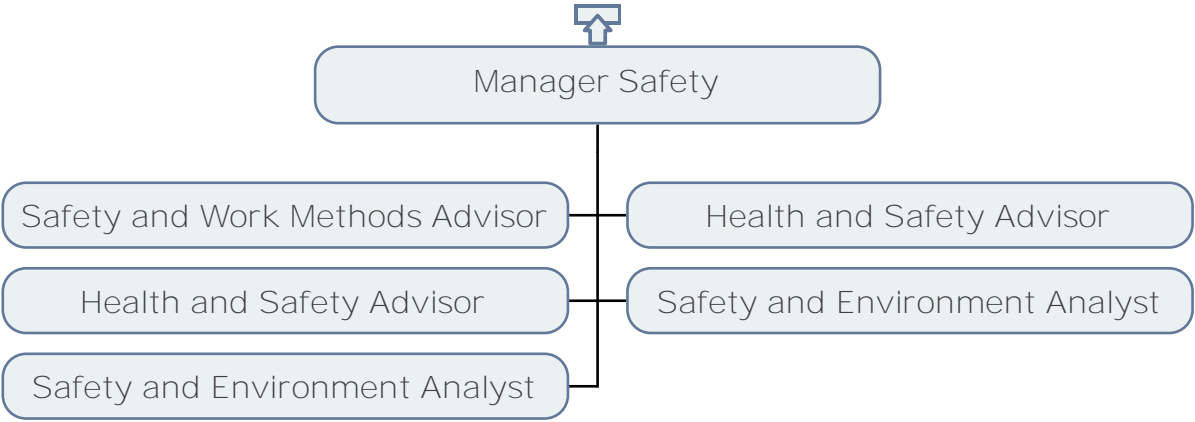
CUSTOMER OPERATIONS  
LINE DEPARTMENT, STEPHENVILLE



CUSTOMER OPERATIONS  
LINE DEPARTMENT, CORNER BROOK

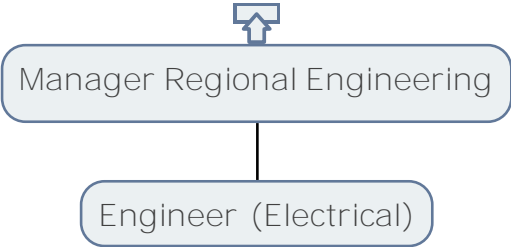


CUSTOMER OPERATIONS  
SAFETY

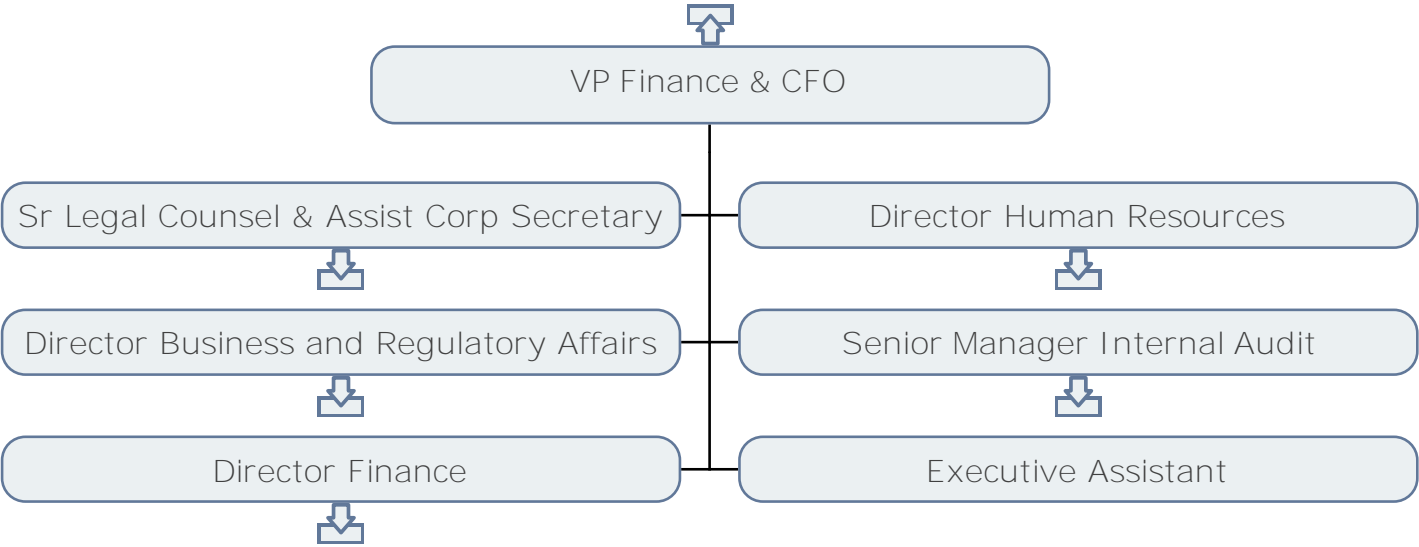




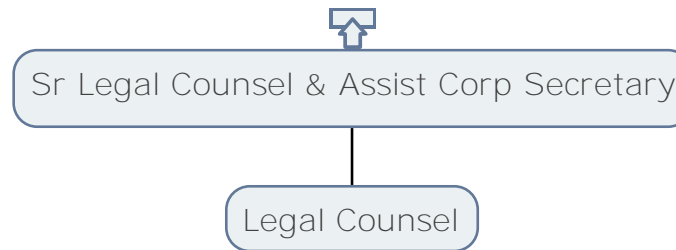
CUSTOMER OPERATIONS  
REGIONAL ENGINEERING



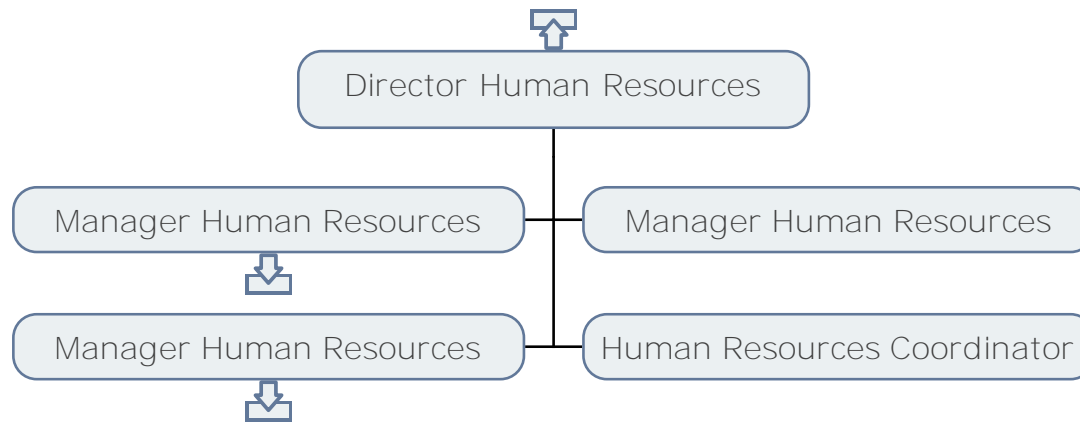
# FINANCE



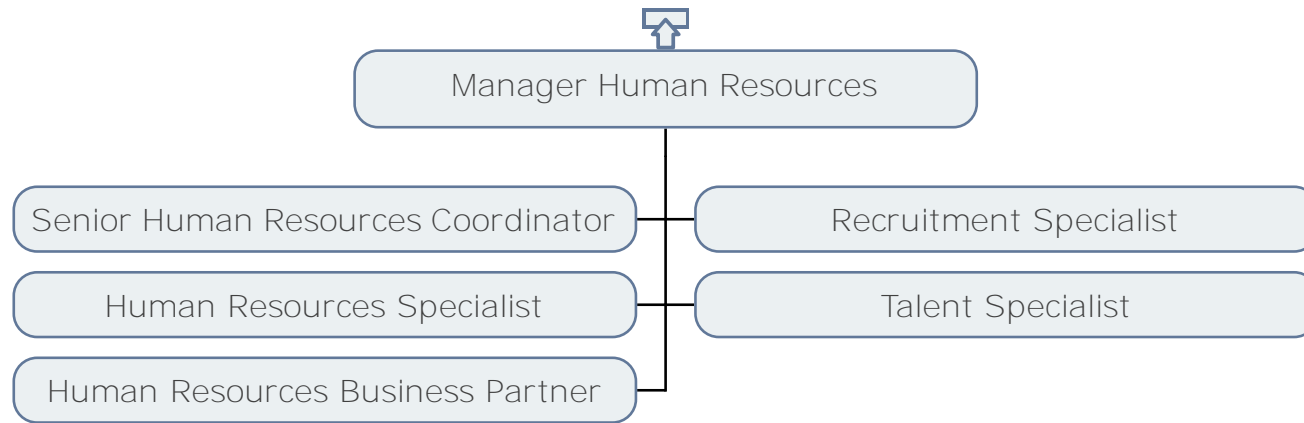
FINANCE  
LEGAL COUNSEL



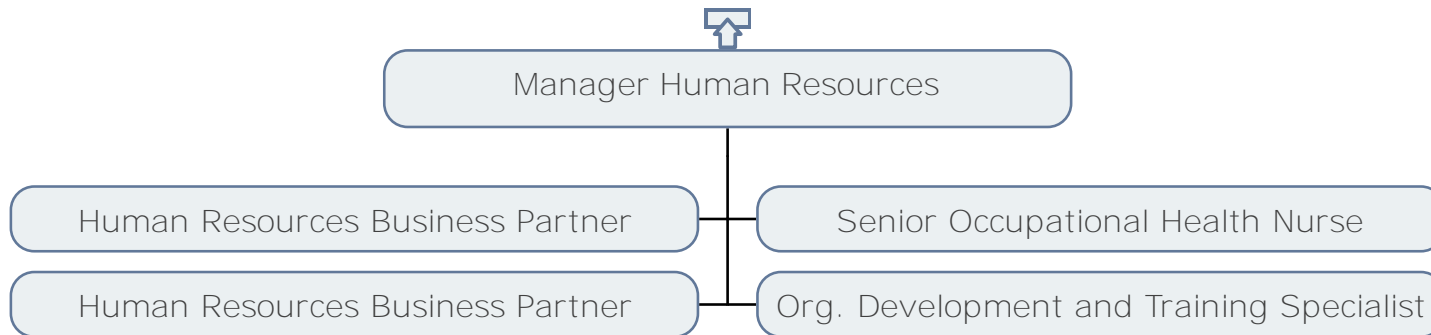
# HUMAN RESOURCES



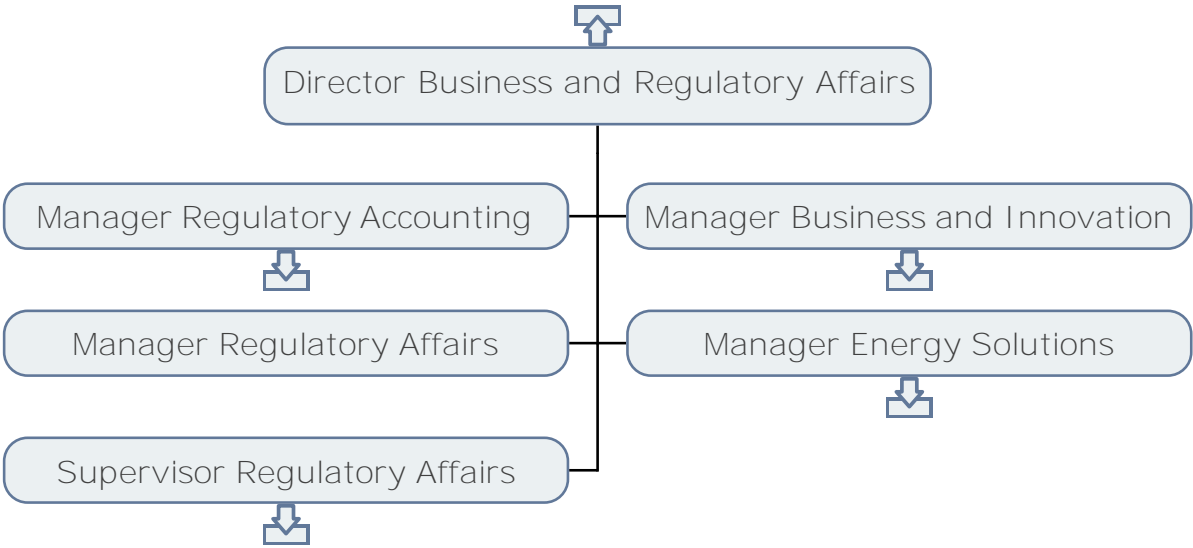
# HUMAN RESOURCES



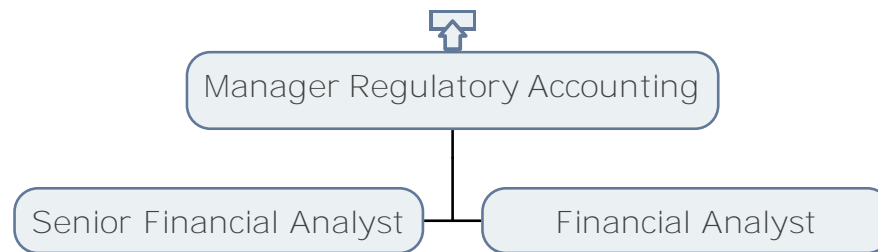
# HUMAN RESOURCES



FINANCE  
BUSINESS & REGULATORY AFFAIRS

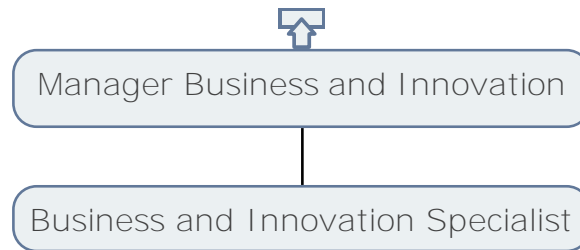


FINANCE  
REGULATORY ACCOUNTING

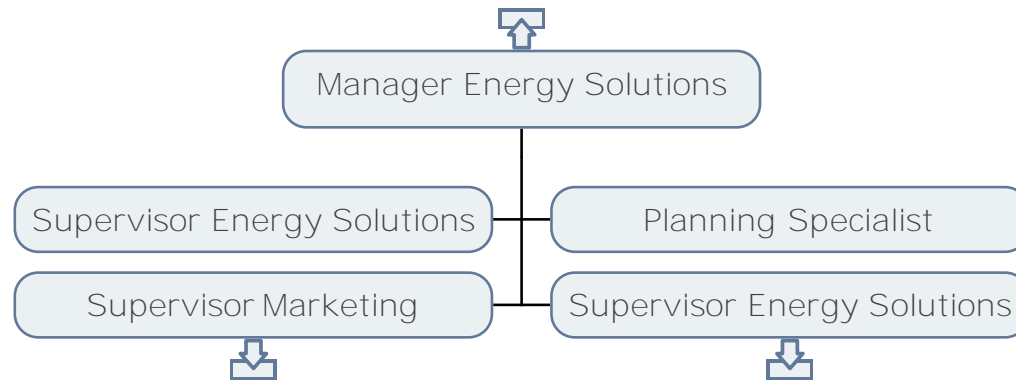




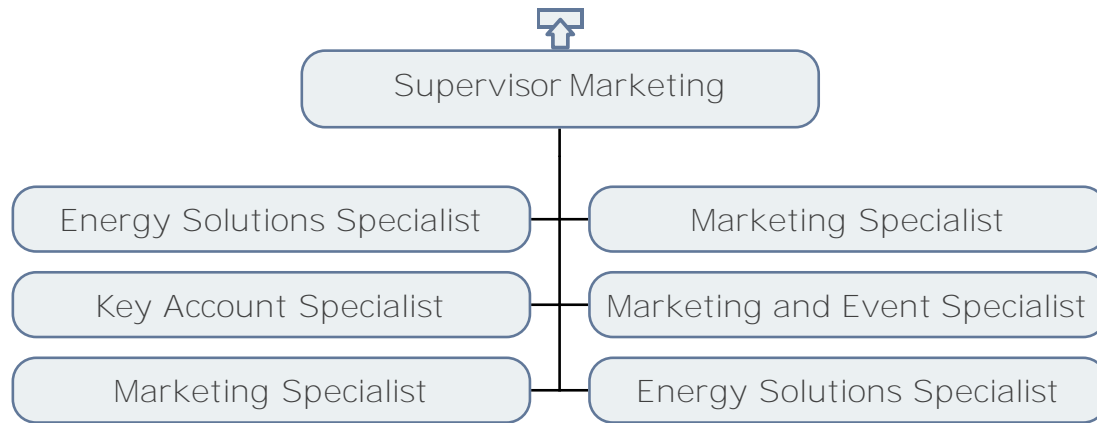
## CUSTOMER OPERATIONS BUSINESS AND INNOVATION



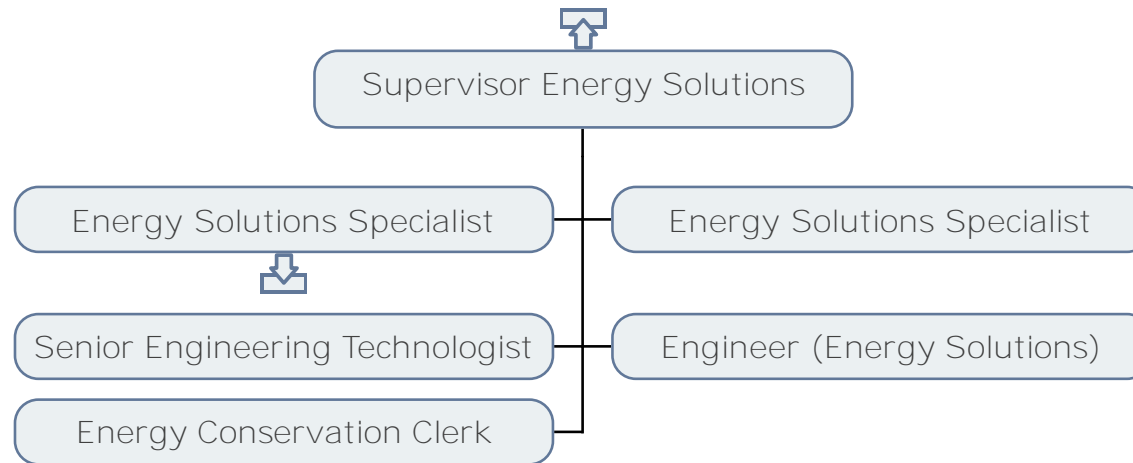
# ENERGY SOLUTIONS



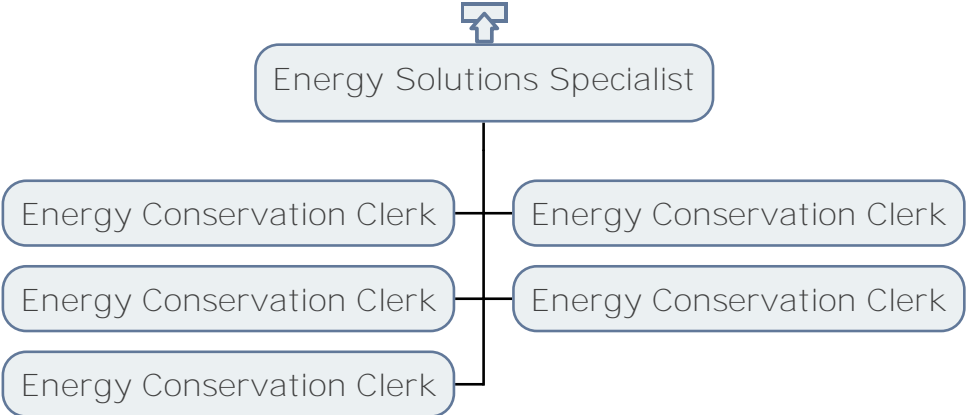
# ENERGY SOLUTIONS MARKETING



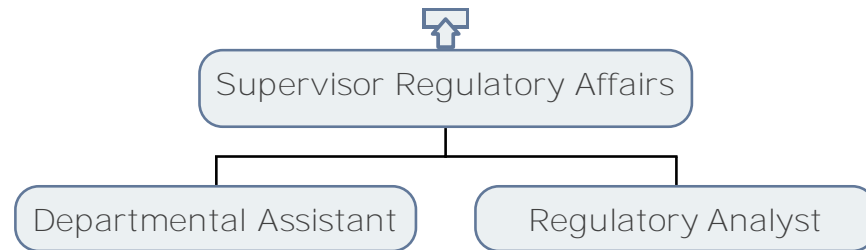
# ENERGY SOLUTIONS



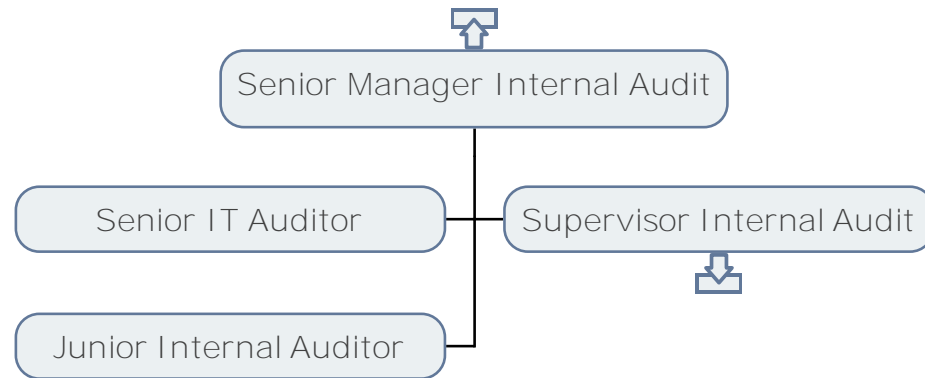
# ENERGY SOLUTIONS



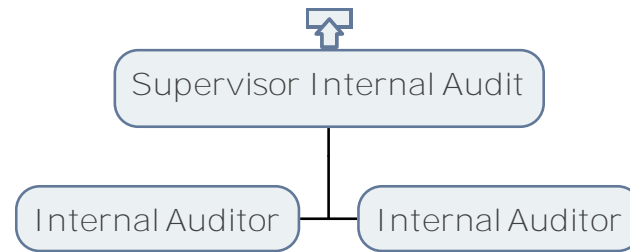
FINANCE  
REGULATORY AFFAIRS



FINANCE  
INTERNAL AUDIT

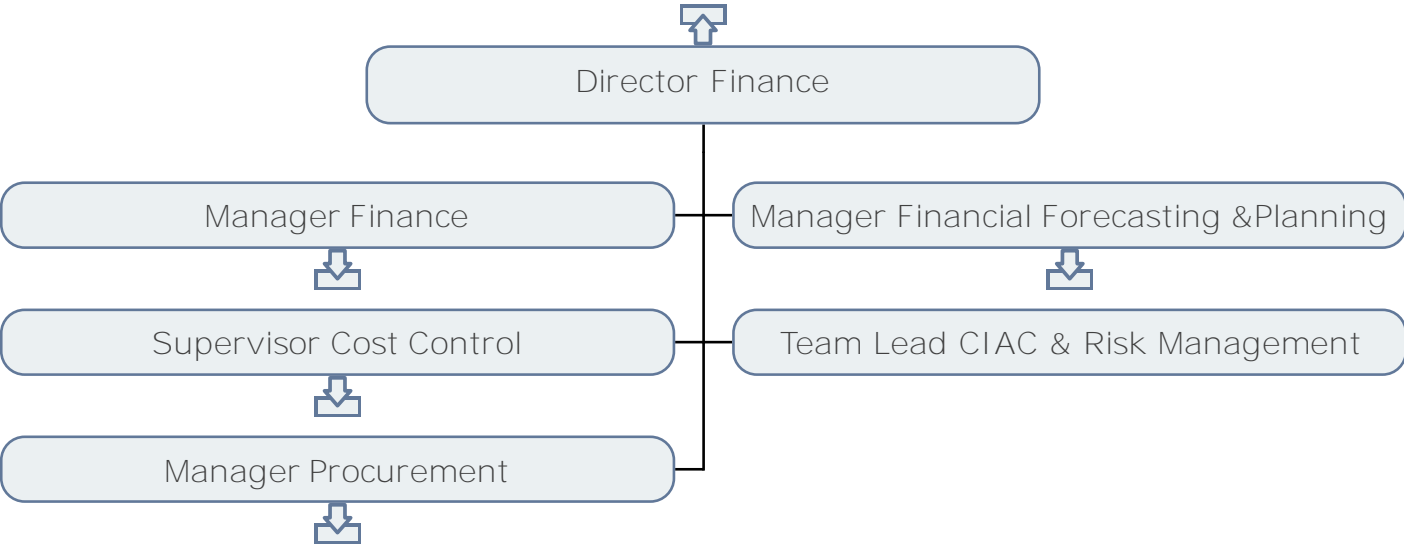


FINANCE  
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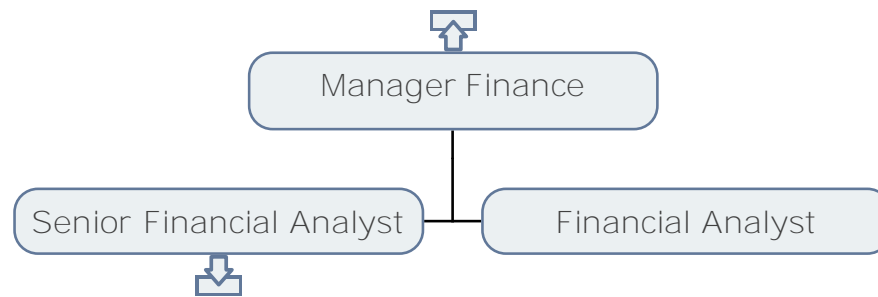




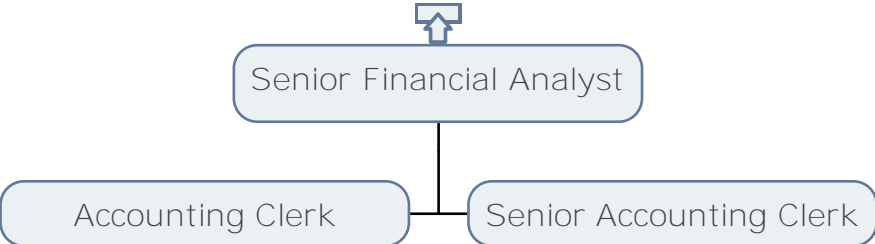
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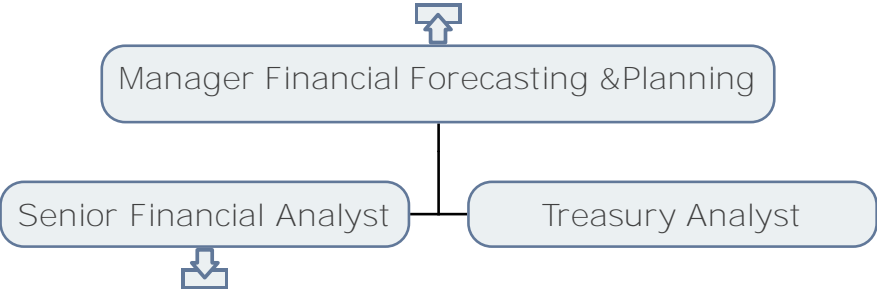
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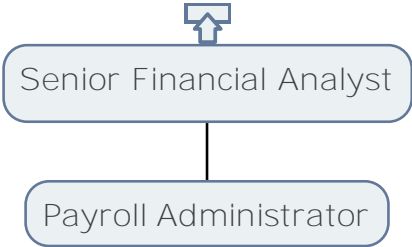
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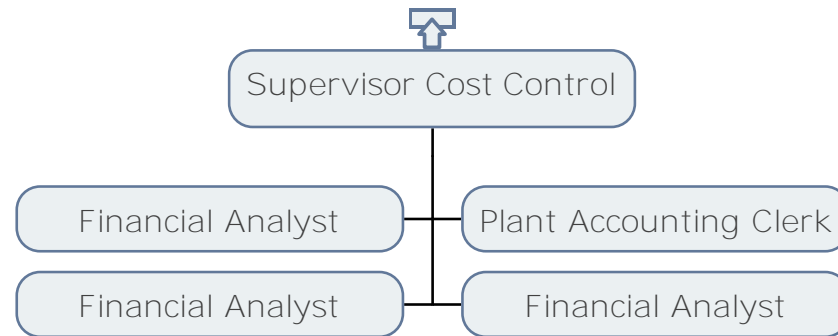
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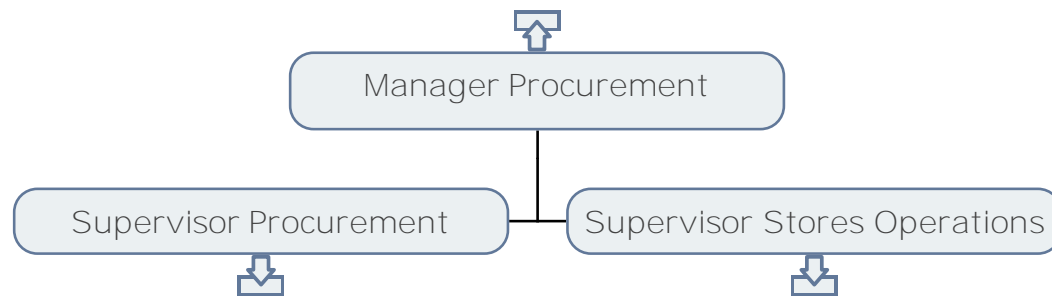
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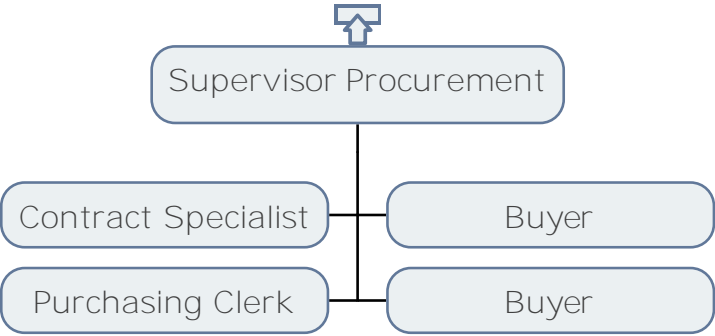
# FINANCE



# FINANCE PROCUREMENT



FINANCE  
PROCUREMENT

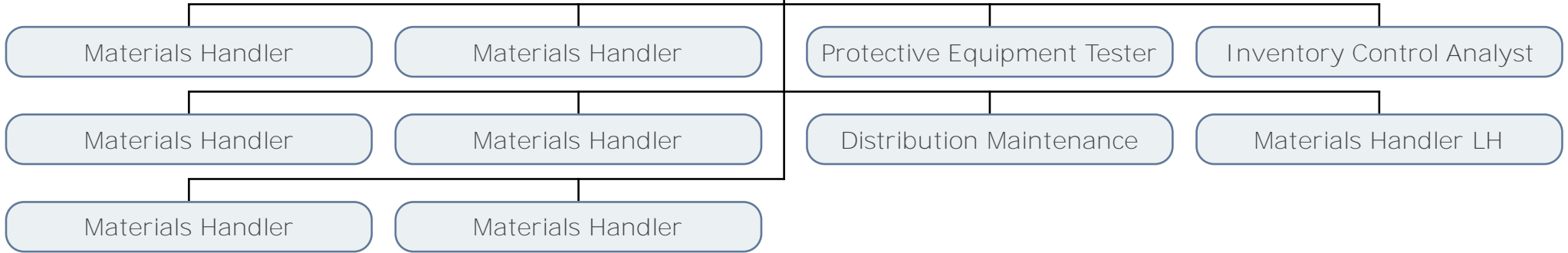




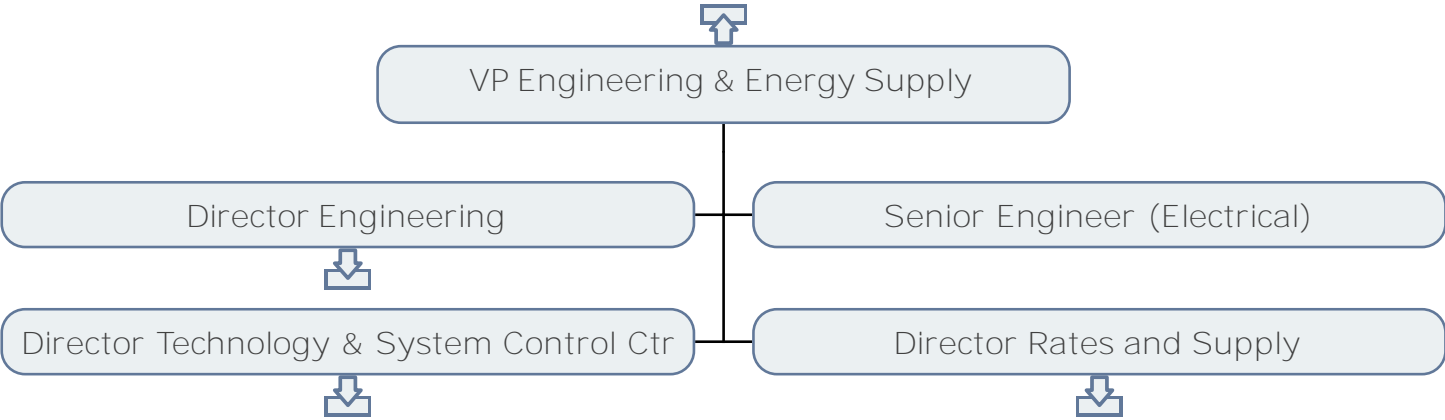
FINANCE  
STORES OPERATIONS



Supervisor Stores Operations

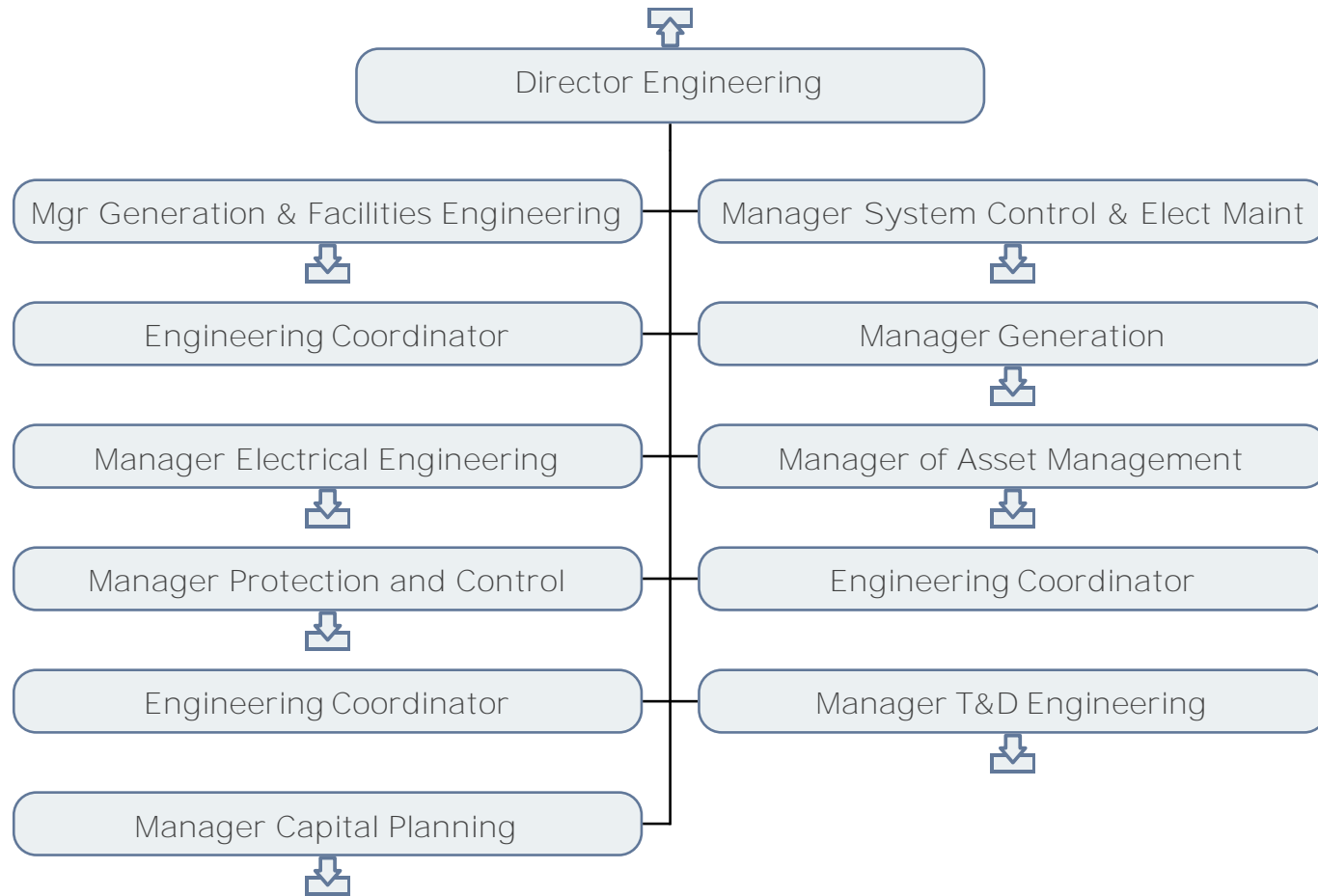


# ENGINEERING & ENERGY SUPPLY



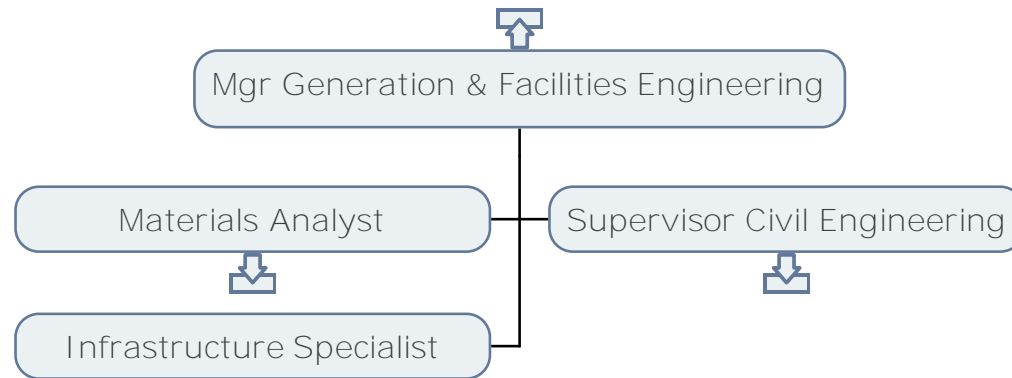
\*Director Technology & System Control Centre has dual reporting to VP Engineering & Energy Supply and VP Customer Operations

# ENGINEERING & ENERGY SUPPLY ENGINEERING

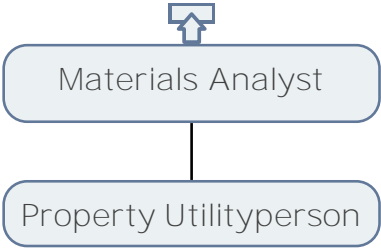


**\*Manager System Control & Electrical Maintenance has dual reporting to Director Technology & System Control Centre and Director Engineering**

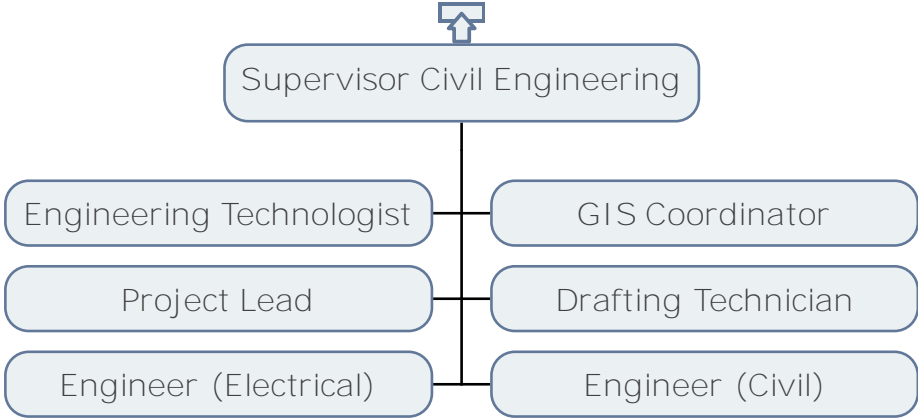
# ENGINEERING & ENERGY SUPPLY GENERATION & FACILITIES ENGINEERING



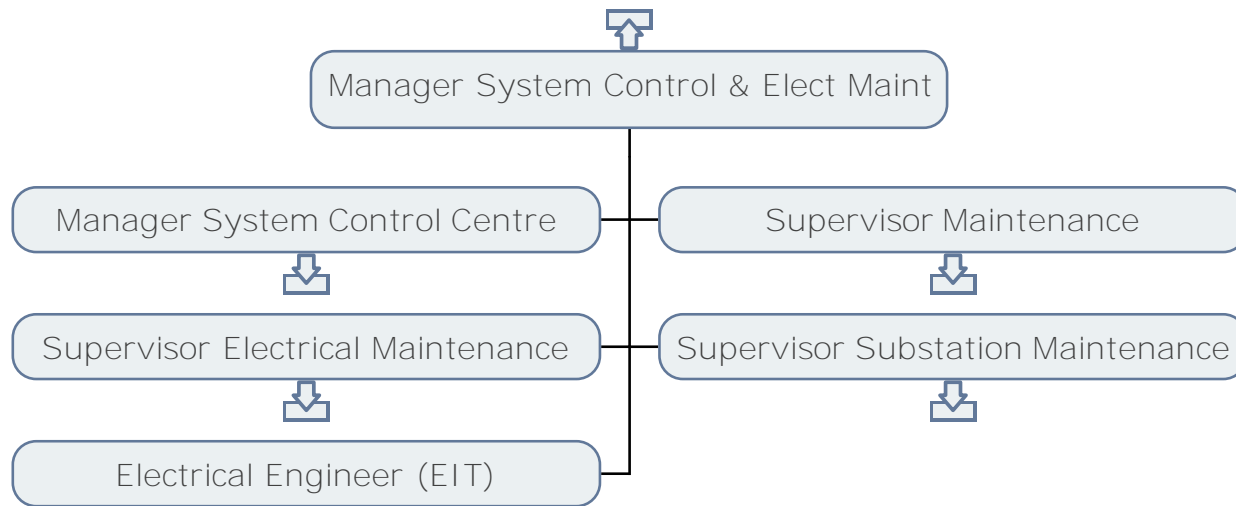
ENGINEERING & ENERGY SUPPLY  
MATERIALS ANALYST



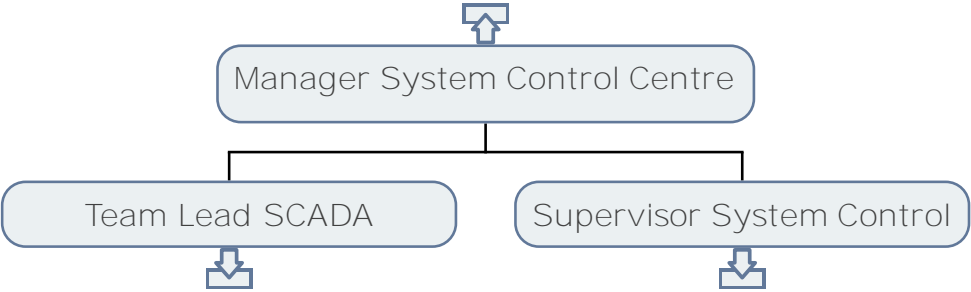
ENGINEERING & ENERGY SUPPLY  
CIVIL ENGINEERING



# ENGINEERING & ENERGY SUPPLY SYSTEM CONTROL & ELECTRICAL MAINTENANCE

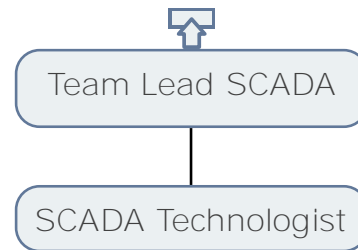


ENGINEERING & ENERGY SUPPLY  
SYSTEM CONTROL CENTRE

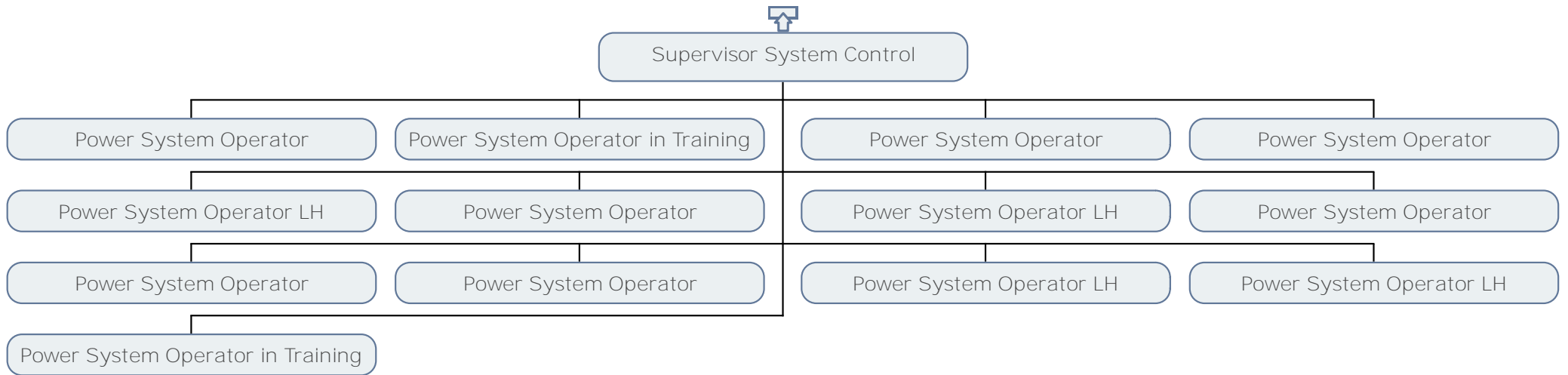




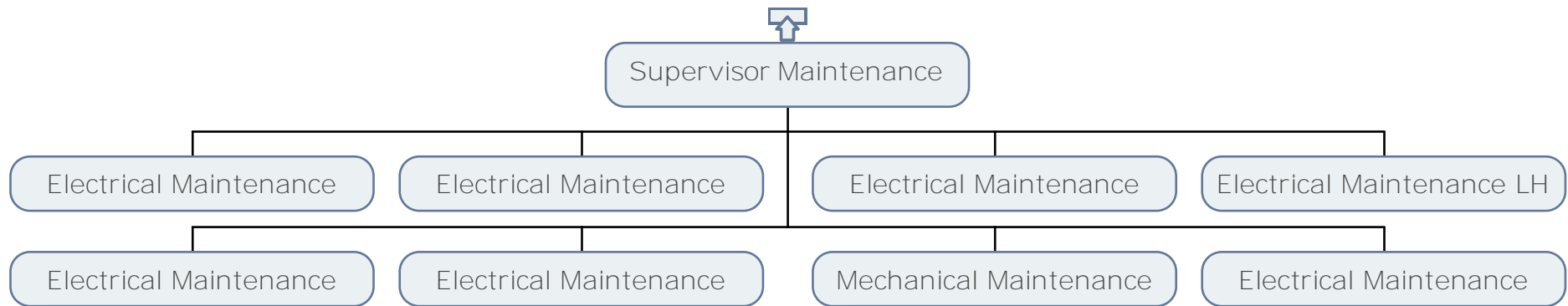
# ENGINEERING & ENERGY SUPPLY SCADA



# ENGINEERING & ENERGY SUPPLY SYSTEM CONTROL CENTRE



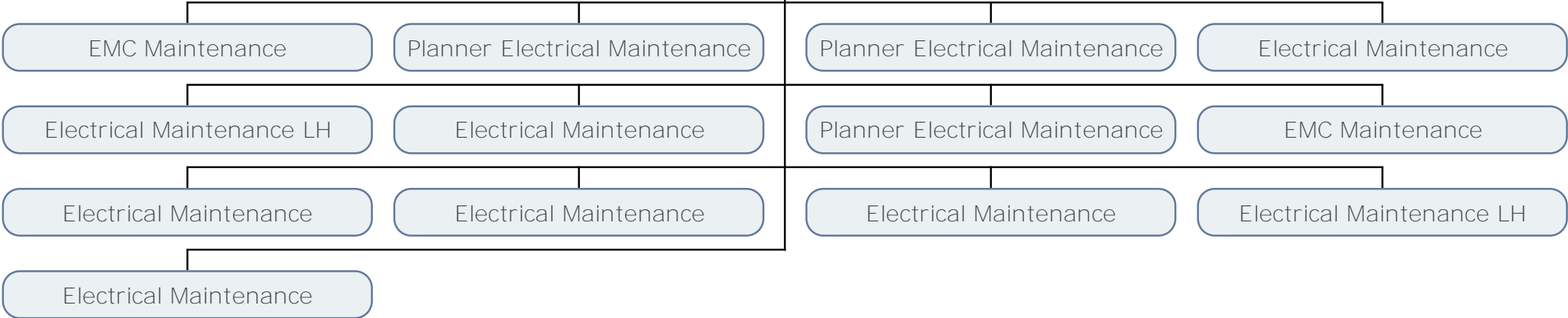
# ENGINEERING & ENERGY SUPPLY MAINTENANCE



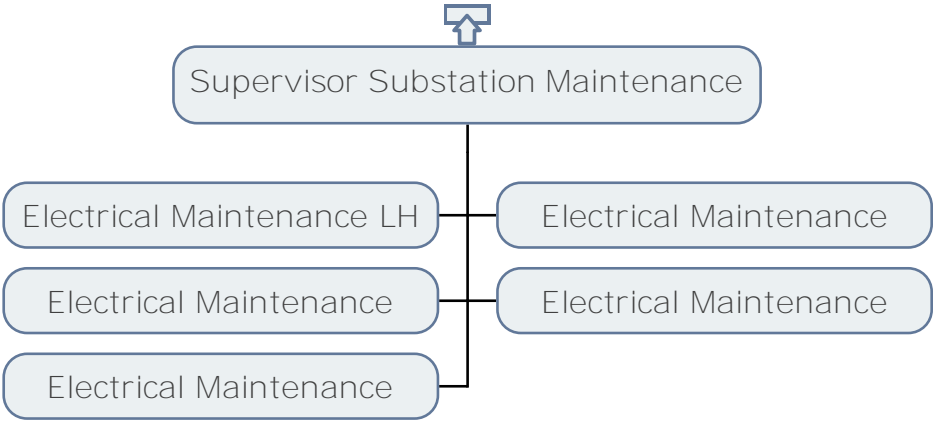
ENGINEERING & ENERGY SUPPLY  
ELECTRICAL MAINTENANCE



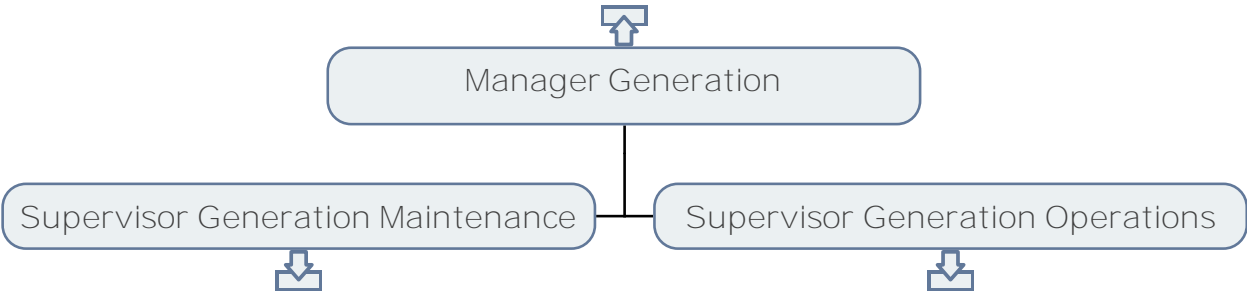
Supervisor Electrical Maintenance



# ENGINEERING & ENERGY SUPPLY SUBSTATION MAINTENANCE



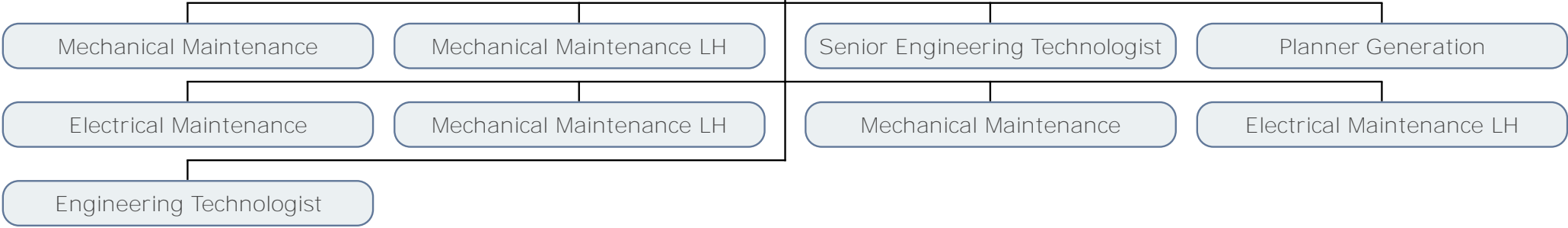
ENGINEERING & ENERGY SUPPLY  
GENERATION MAINTENANCE



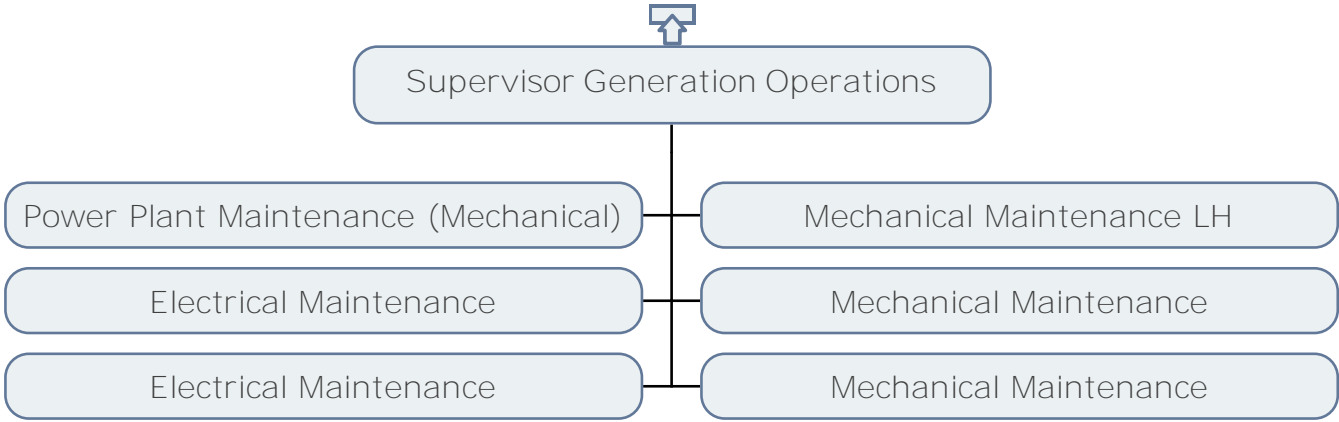
ENGINEERING & ENERGY SUPPLY  
GENERATION MAINTENANCE



Supervisor Generation Maintenance

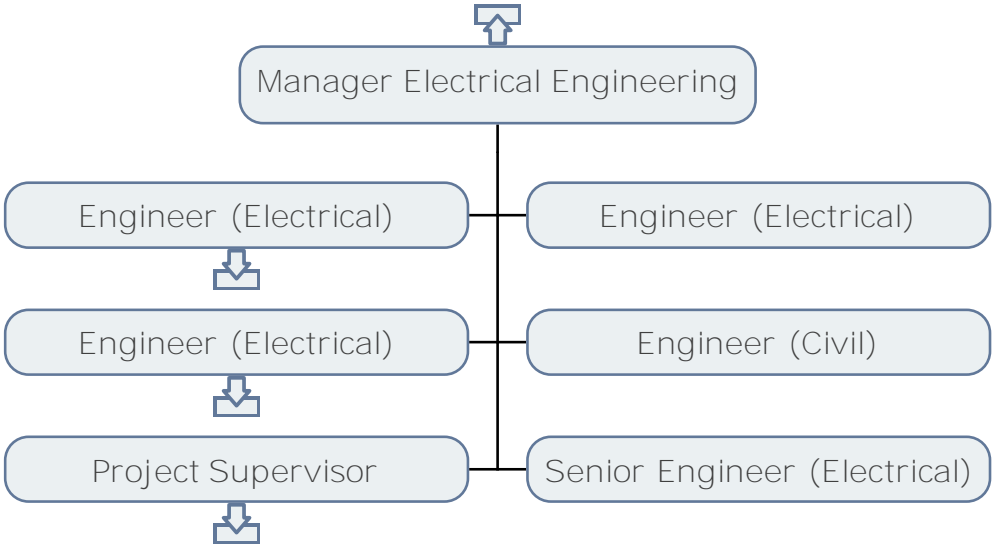


# ENGINEERING & ENERGY SUPPLY GENERATION OPERATIONS

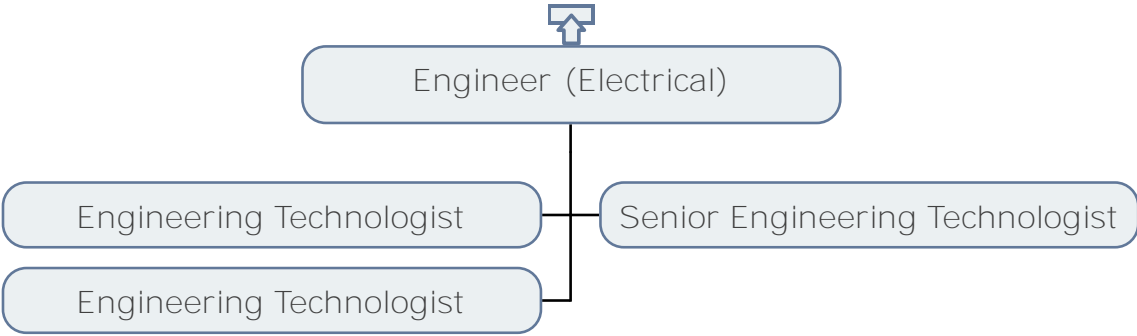




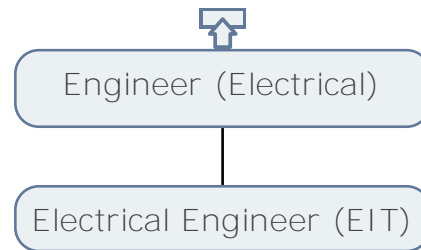
ENGINEERING & ENERGY SUPPLY  
ENGINEERING



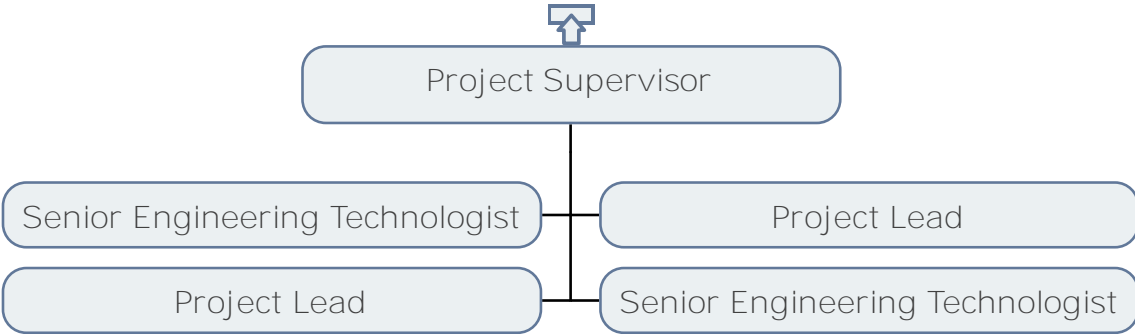
ENGINEERING & ENERGY SUPPLY  
ENGINEERING



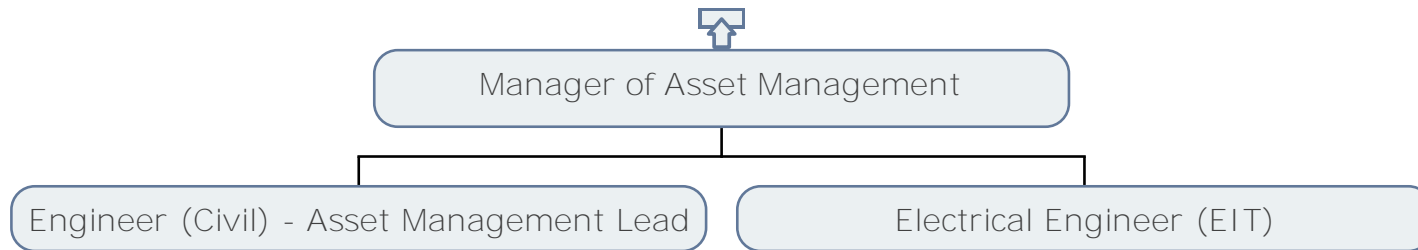
# ENGINEERING & ENERGY SUPPLY ENGINEERING



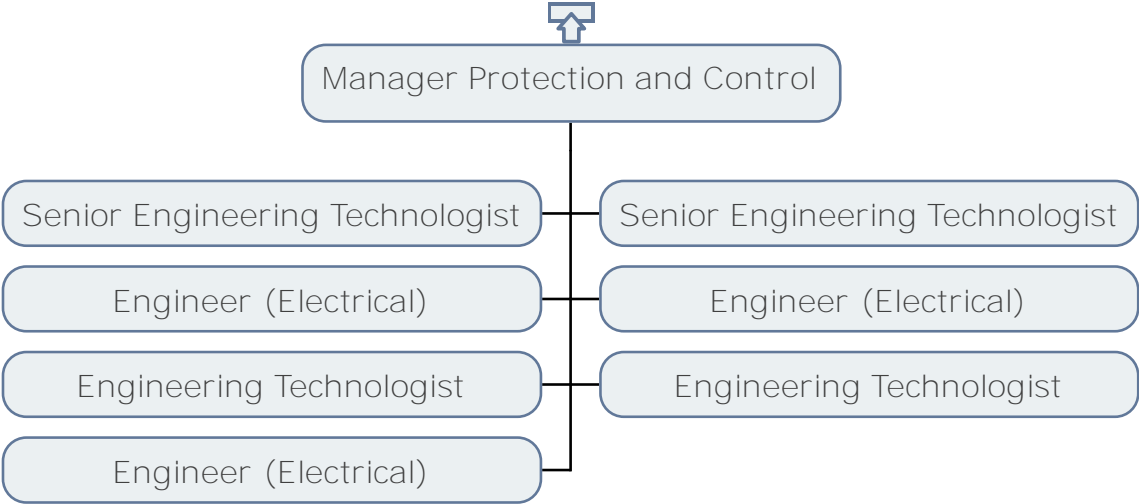
# ENGINEERING & ENERGY SUPPLY PROJECTS



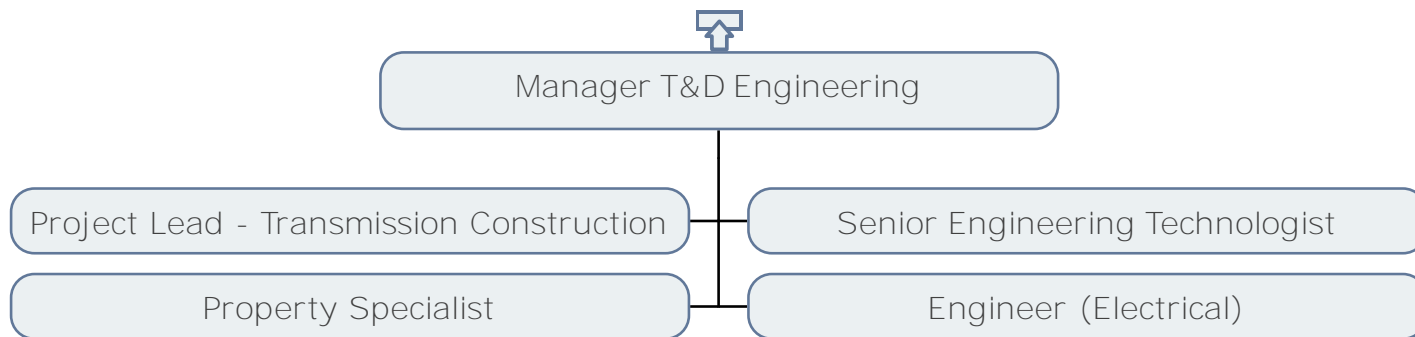
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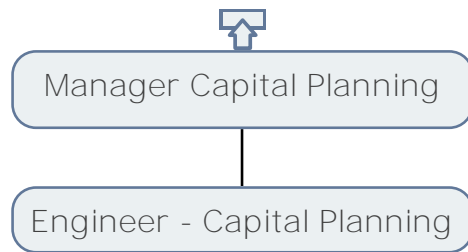
# ENGINEERING & ENERGY SUPPLY ENGINEERING



ENGINEERING & ENERGY SUPPLY  
T&D ENGINEERING

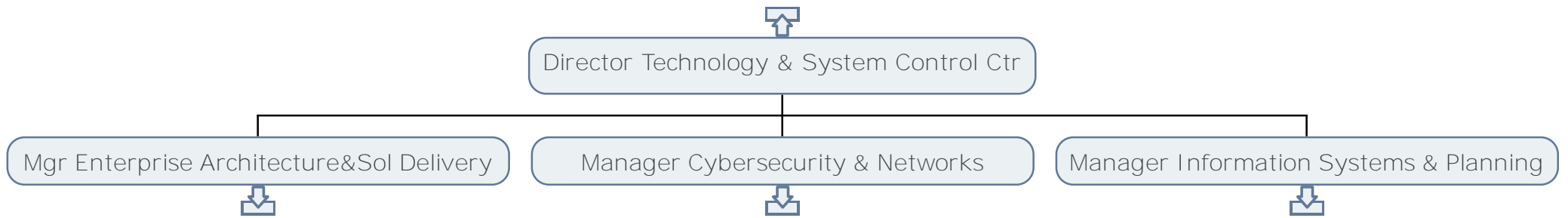


## ENGINEERING & ENERGY SUPPLY CAPITAL PLANNING

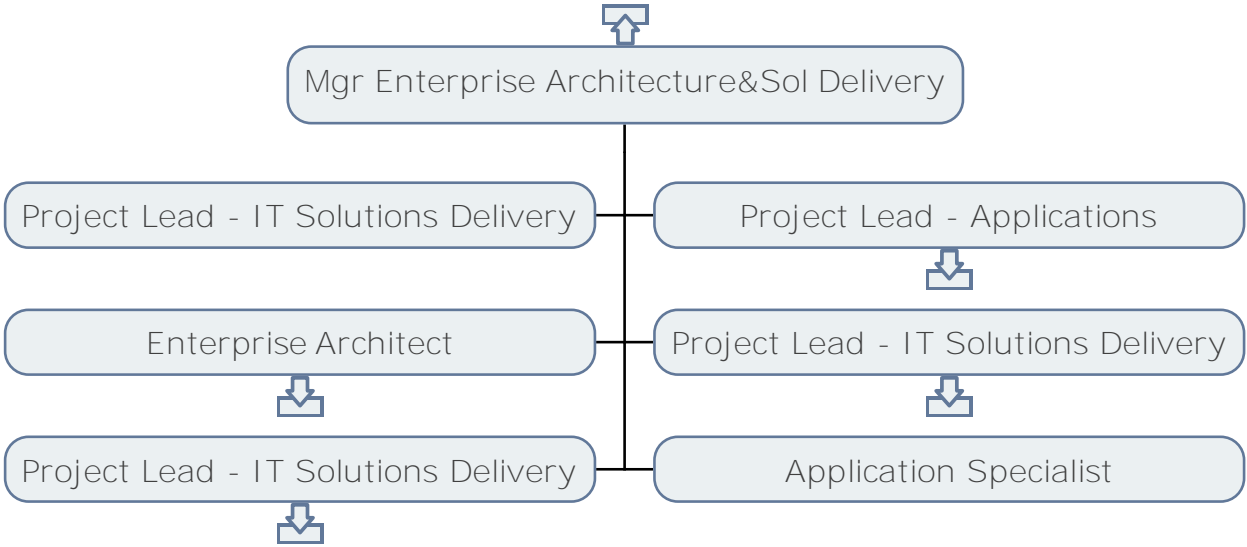




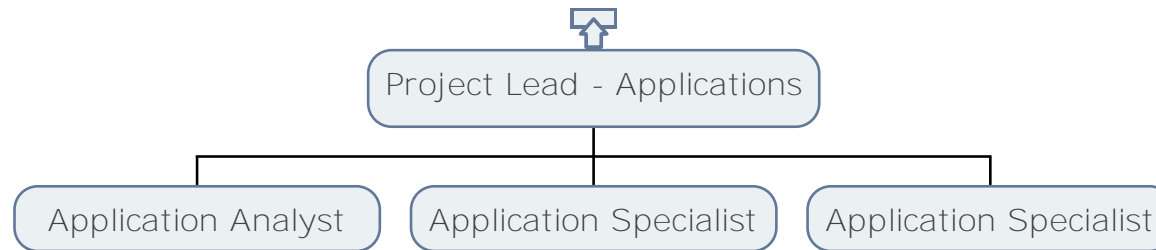
ENGINEERING & ENERGY SUPPLY  
TECHNOLOGY & SYSTEM CONTROL CENTRE



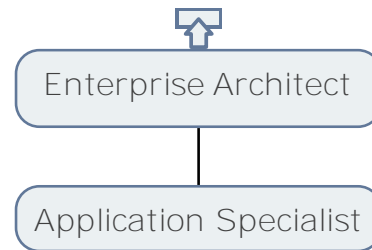
ENGINEERING & ENERGY SUPPLY  
ENTERPRISE ARCHITECTURE & SOLUTIONS DELIVERY



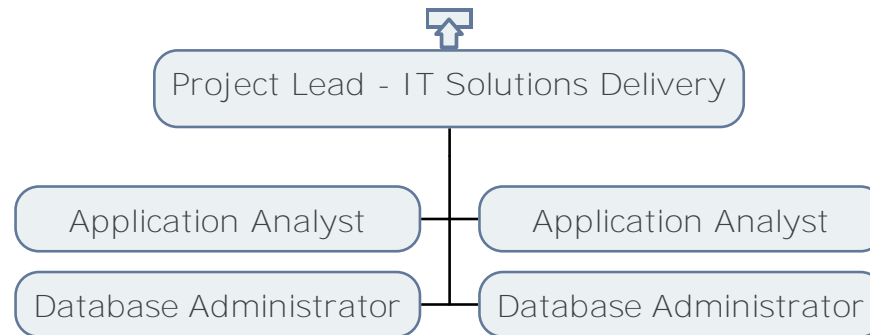
## ENGINEERING & ENERGY SUPPLY APPLICATIONS



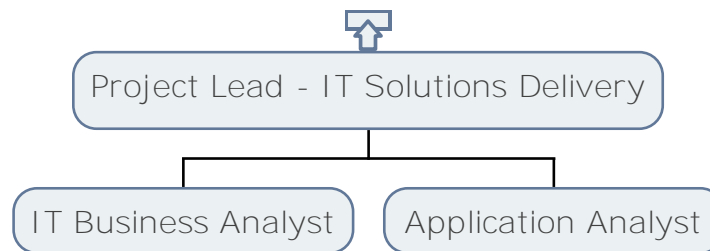
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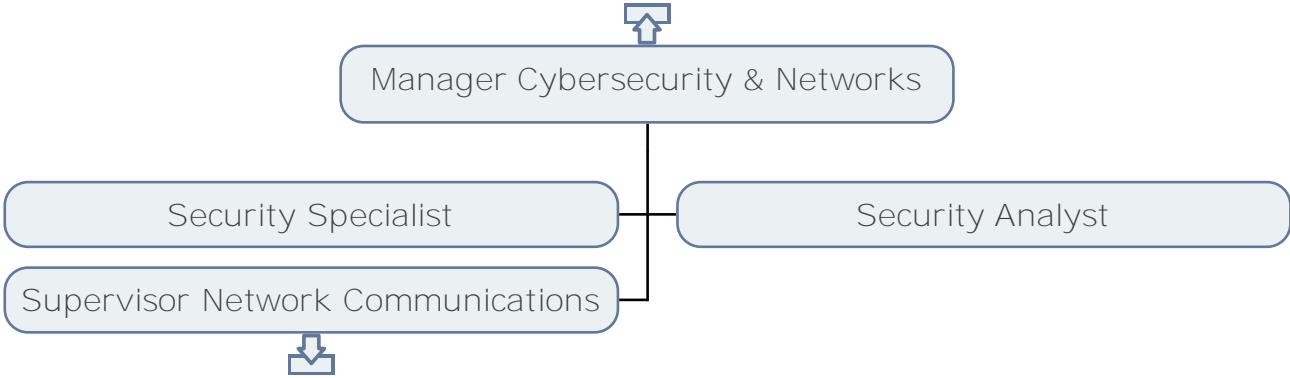
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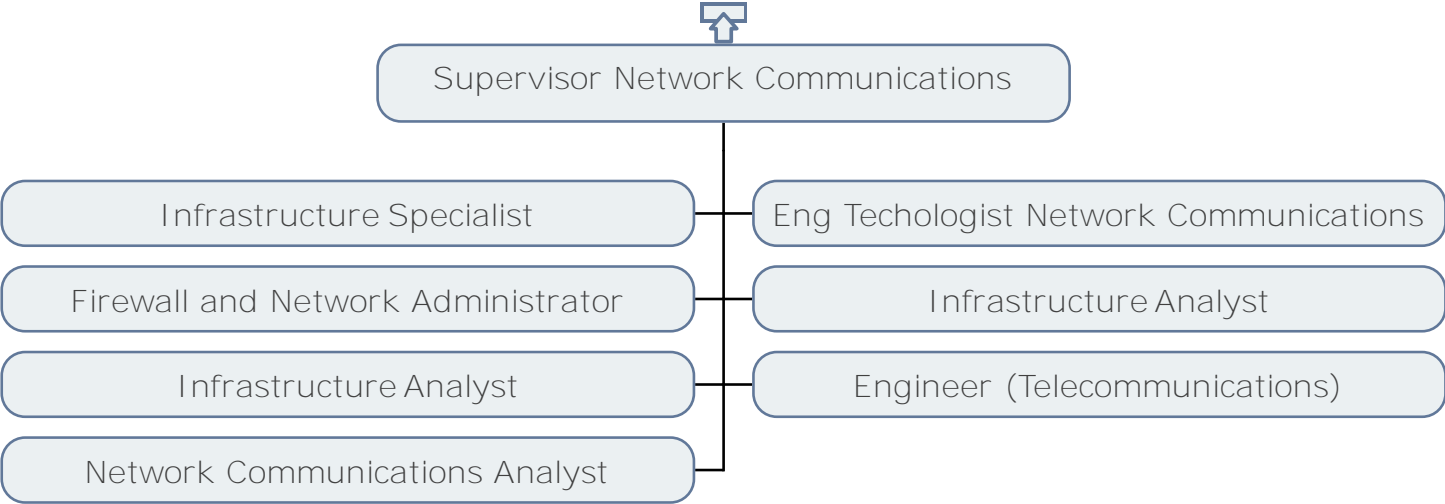
ENGINEERING & ENERGY SUPPLY  
ENTERPRISE ARCHITECTURE & SOLUTIONS DELIVERY



ENGINEERING & ENERGY SUPPLY  
CYBERSECURITY & NETWORKS

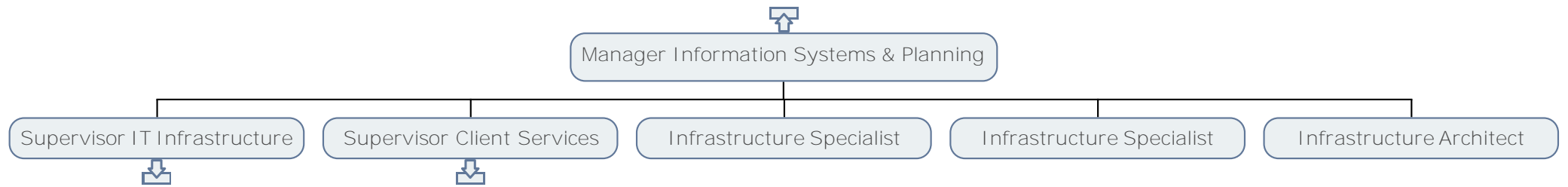


ENERGY & ENERGY SUPPLY  
NETWORK COMMUNICATIONS

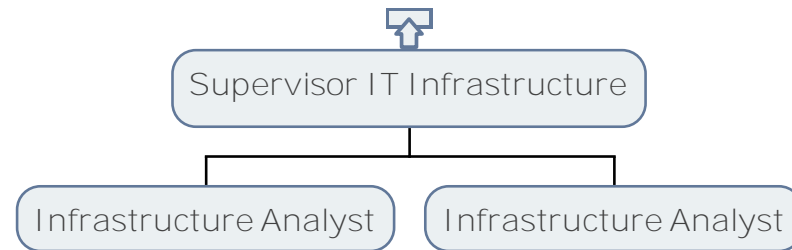




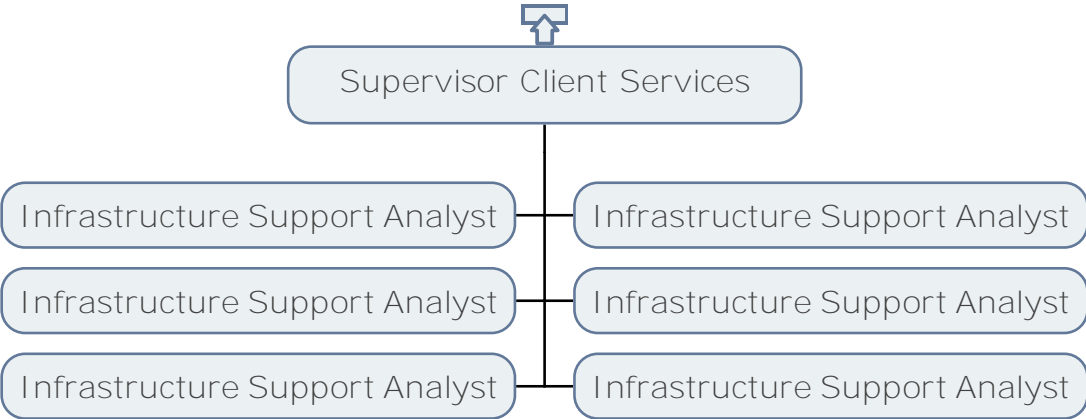
ENGINEERING & ENERGY SUPPLY  
INFORMATION SYSTEMS & PLANNING



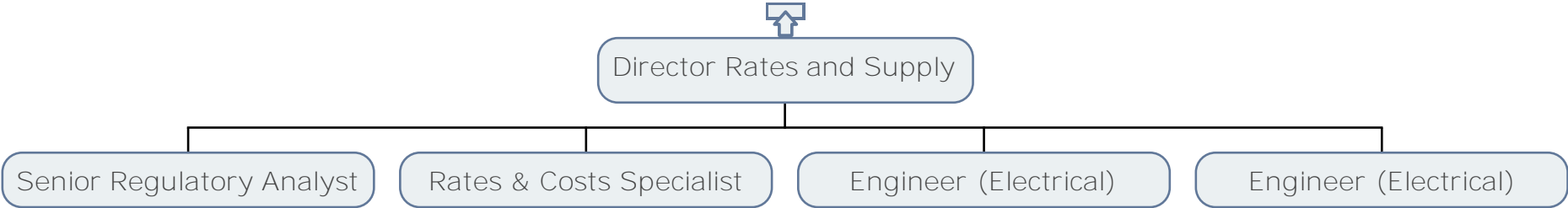
ENGINEERING & ENERGY SUPPLY  
IT INFRASTRUCTURE



ENGINEERING & ENERGY SUPPLY  
CLIENT SERVICES



ENGINEERING & ENERGY SUPPLY  
RATES AND SUPPLY



CORPORATE RELATIONS  
PUBLIC & GOVERNMENT AFFAIRS

