

Q. **Reference: CA-NLH-029**

Further to the response to CA-NLH-029, please provide or summarize the governance, policy, evaluation criteria and processes that Hydro has established to support the responsible adoption of AI technologies.

A. Newfoundland and Labrador Hydro's ("Hydro") governance of Artificial Intelligence ("AI") technologies is addressed through its *Responsible Use of Artificial Intelligence Technology Policy* and related corporate governance, cybersecurity, privacy, information management and protection, procurement, and risk management processes.

Key elements include:

- A formal *Responsible Use of Artificial Intelligence Technology Policy* that establishes requirements respecting the use of AI technologies.
- Governance roles, responsibilities, and approval requirements identified within applicable policies and processes, including roles for Information Systems, Operational Technology, cybersecurity, information protection, Executive, business unit owners, and technology teams.
- Technology evaluation and procurement processes that include consideration of business value, alignment with organizational objectives, security, privacy, information management and protection, governance, and compliance requirements, as applicable.
- Supporting documents respecting the use of AI technologies in development, including guidance related to AI governance, security, and development practices.
- Consideration of proposed AI use cases through existing business planning, budgeting, cybersecurity, privacy, procurement, and risk management processes.
- Consideration of AI-related risks through Hydro's existing risk management processes. AI has been identified as a technology risk and is monitored through Hydro's Risk Register.

- Employee information, awareness activities, training resources, and guidance respecting the use of AI technologies.
- Engagement with industry partners and peer utilities to exchange information regarding emerging AI opportunities and risks relevant to the utility sector.

Hydro's *Responsible Use of Artificial Intelligence Technology Policy* was implemented in October 2025 and applies to employees, contractors, consultants, vendors, and other parties conducting business on Hydro's behalf. The policy establishes requirements respecting the use of AI technologies, including information protection, accountability, human oversight, transparency, and compliance with applicable privacy, security, and regulatory obligations. The policy further provides that AI technologies are intended to support, rather than replace, human judgment and decision-making.