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1	Q.	In order to provide a record copy of document(s) already provided informally,
2		please provide the organization charts for each of the groups responsible for
3		handling customer inquiries and customer outage reports.
4		
5		
6	A.	Please refer to PUB-NLH-132 Attachment 1, which was the document already
7		provided informally, and which shows the groups responsible for handling custome
8		inquiries and customer outage reports for Hydro's distribution customers.



Α4 Sr. Communications **Customer Service Energy Efficiency** Advisor Oil &Gas Manager Manager Cara Pike **Barry Brophy** Simone Browne 352-05 410-05 271-16 **Energy Efficiency Advisor Elaine Cole Customer Service Technical Customer Communications** 271-17 **Support Supervisor** & Billing Administrator James Wiseman Ron Lane 447-18 447-01 **Energy Efficiency** Coordinator **Dawn Dunn Billing Officer Customer Services** Sandra Sheppard 271-18 Technologist 447-15 Marcus O'Keefe 352-40 Murray Collier 520-15 **Industrial Energy Lead Customer Efficiency Specialist** Services Rep. Vacant **Tracy Maynard** 271-19 447-16 Meter Reader/ Collectors **Billing Officer I&R** Vacant 448-03 **Energy Efficiency Analyst** Vacant Brian Simms 448-06 **Wade Lucas** 275-10 Dean Bartlett 448-07 101-16 Howard Moore 448-08 Ron Urquhart 331-55

