

- 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 A. Please refer to the response to Request for Information PUB-NP-094, Attachment A:  
6 Newfoundland Power Organization Chart – Customer Inquiries and Customer Outages.  
7 The positions with responsibility for handling customer inquiries and customer outage  
8 reports are represented in green.

**Newfoundland Power Organization Chart  
Customer Inquiries and Customer Outages**

# NEWFOUNDLAND POWER

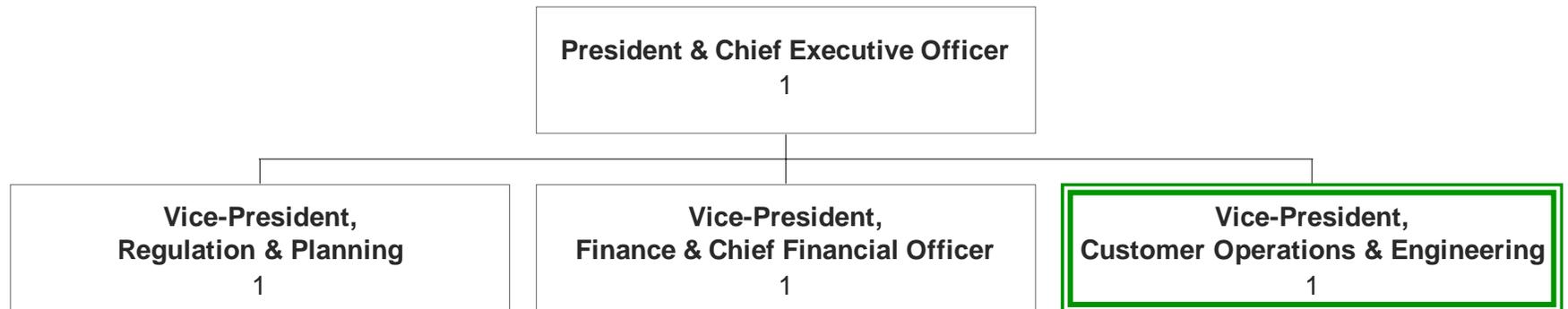
# ORGANIZATION CHART

February 21, 2014



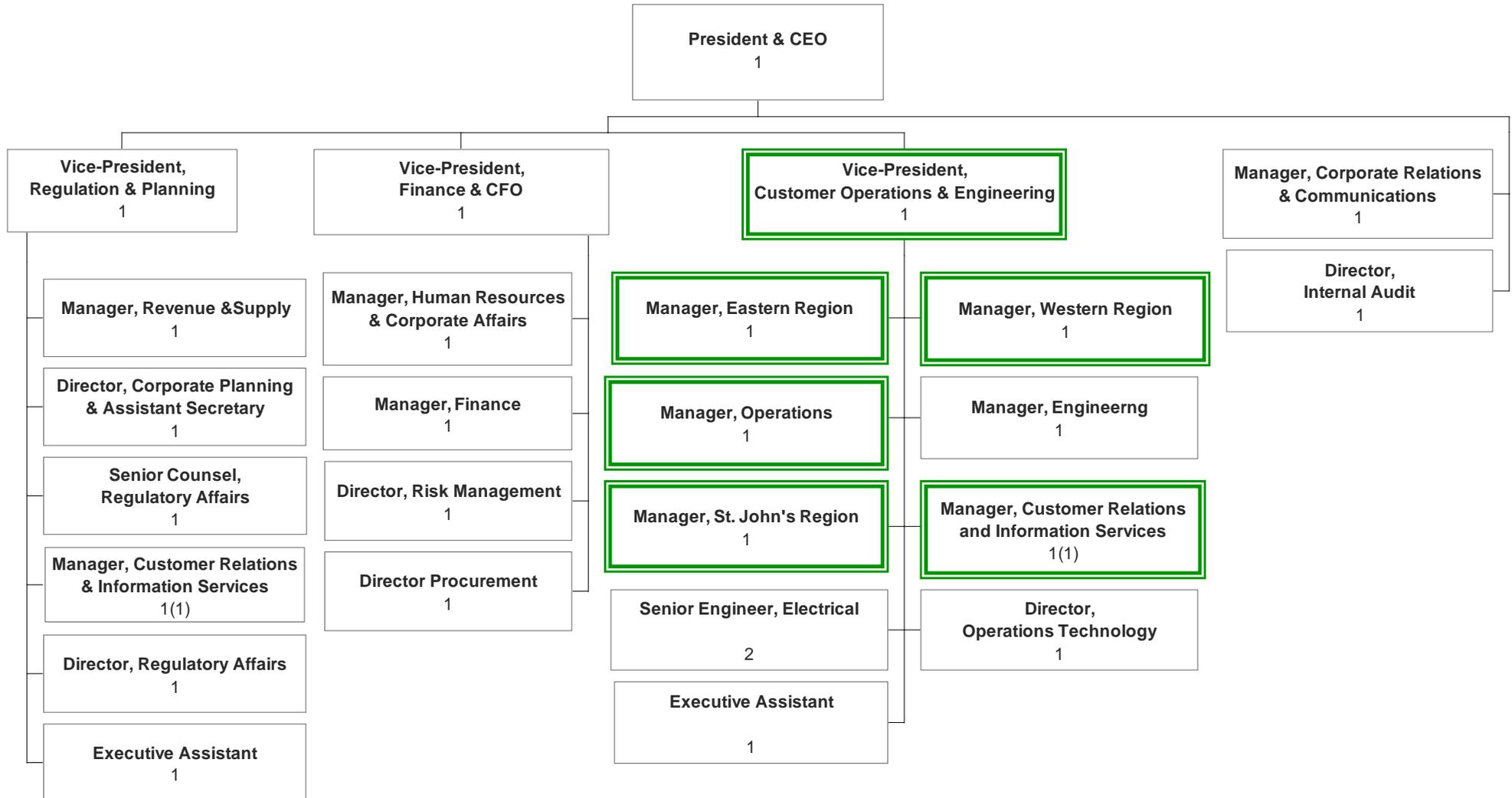
# NEWFOUNDLAND POWER INC.

## EXECUTIVE GROUP



# NEWFOUNDLAND POWER INC.

## CORPORATE ORGANIZATION

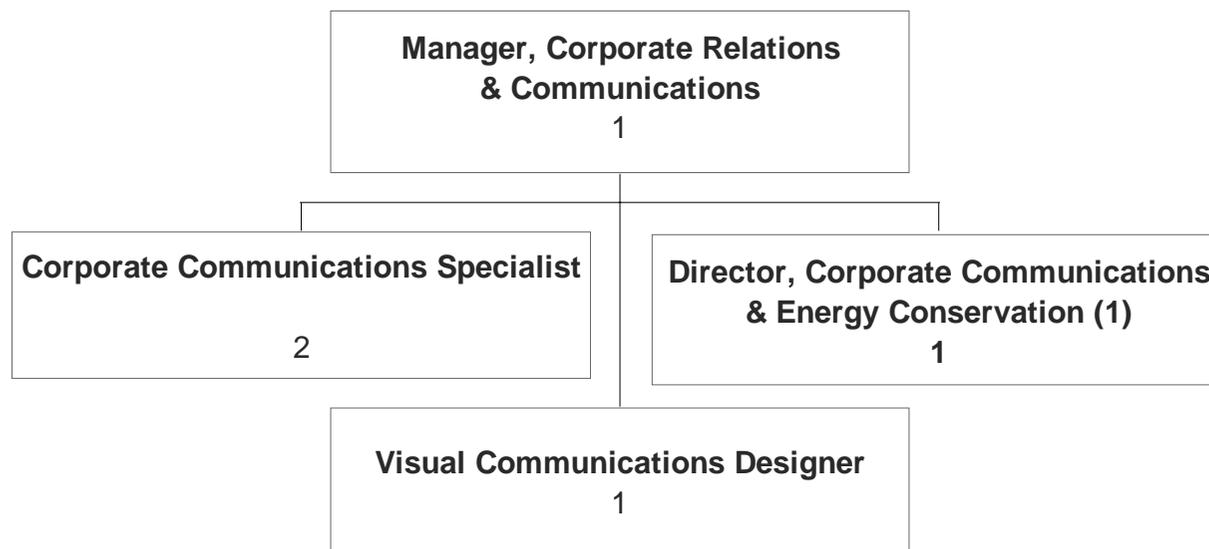


CRP 1

(1) Dual reporting to VP, Regulation & Planning & VP, Customer Operations & Engineering.

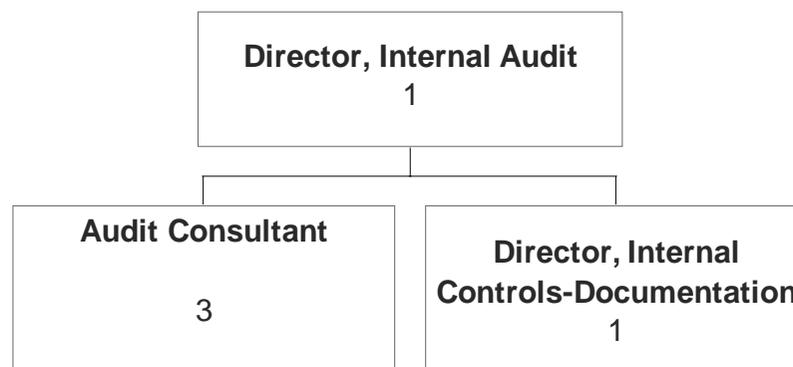
# NEWFOUNDLAND POWER INC.

## CORPORATE RELATIONS & COMMUNICATIONS



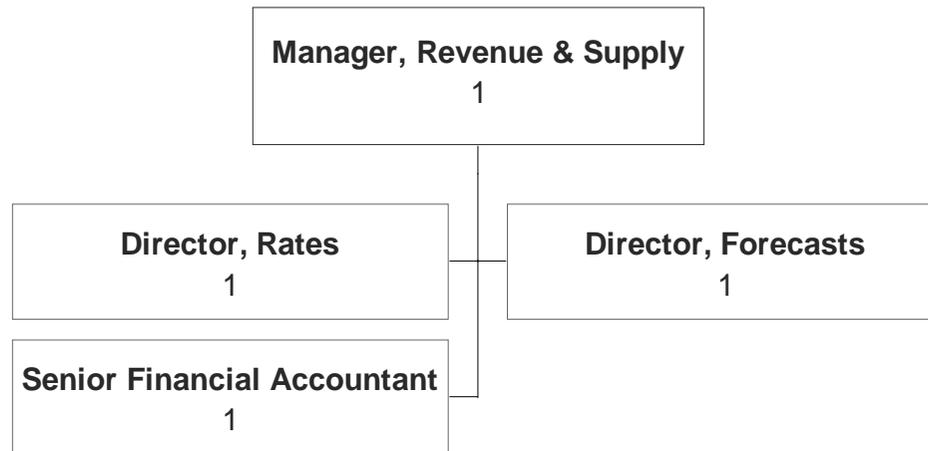
# NEWFOUNDLAND POWER INC.

## INTERNAL AUDIT



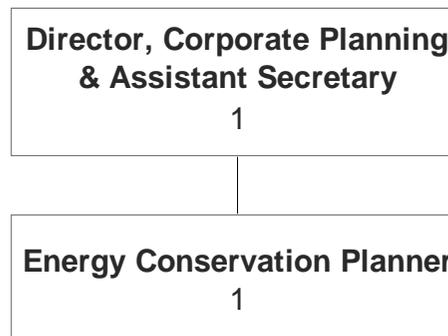
# NEWFOUNDLAND POWER INC.

## RATES & REGULATION



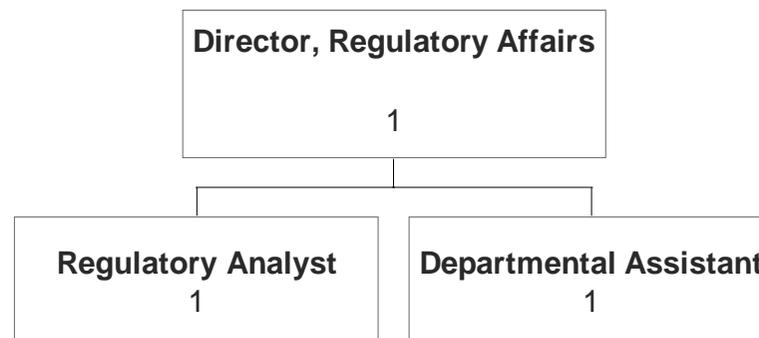
# NEWFOUNDLAND POWER INC.

## REGULATION & PLANNING



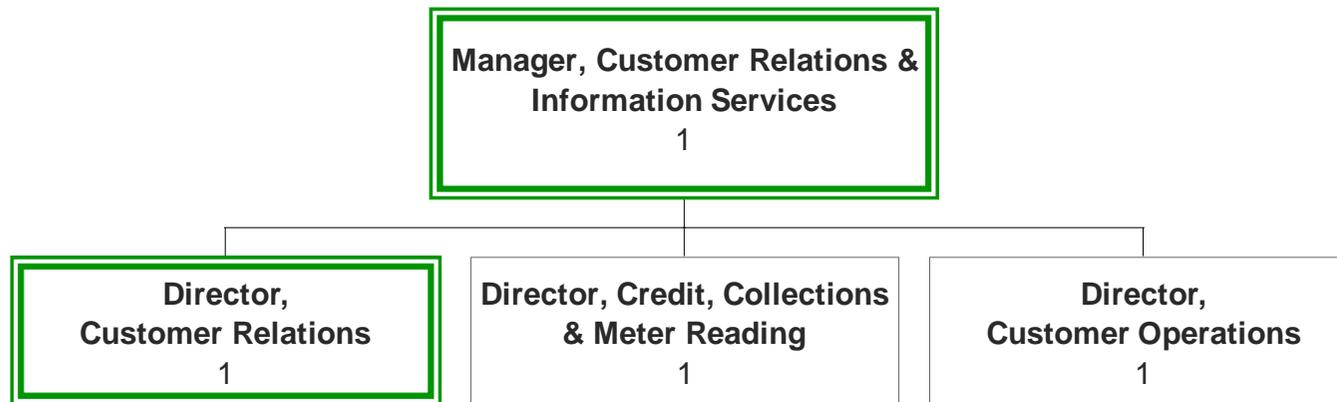
# NEWFOUNDLAND POWER INC.

## REGULATION & PLANNING



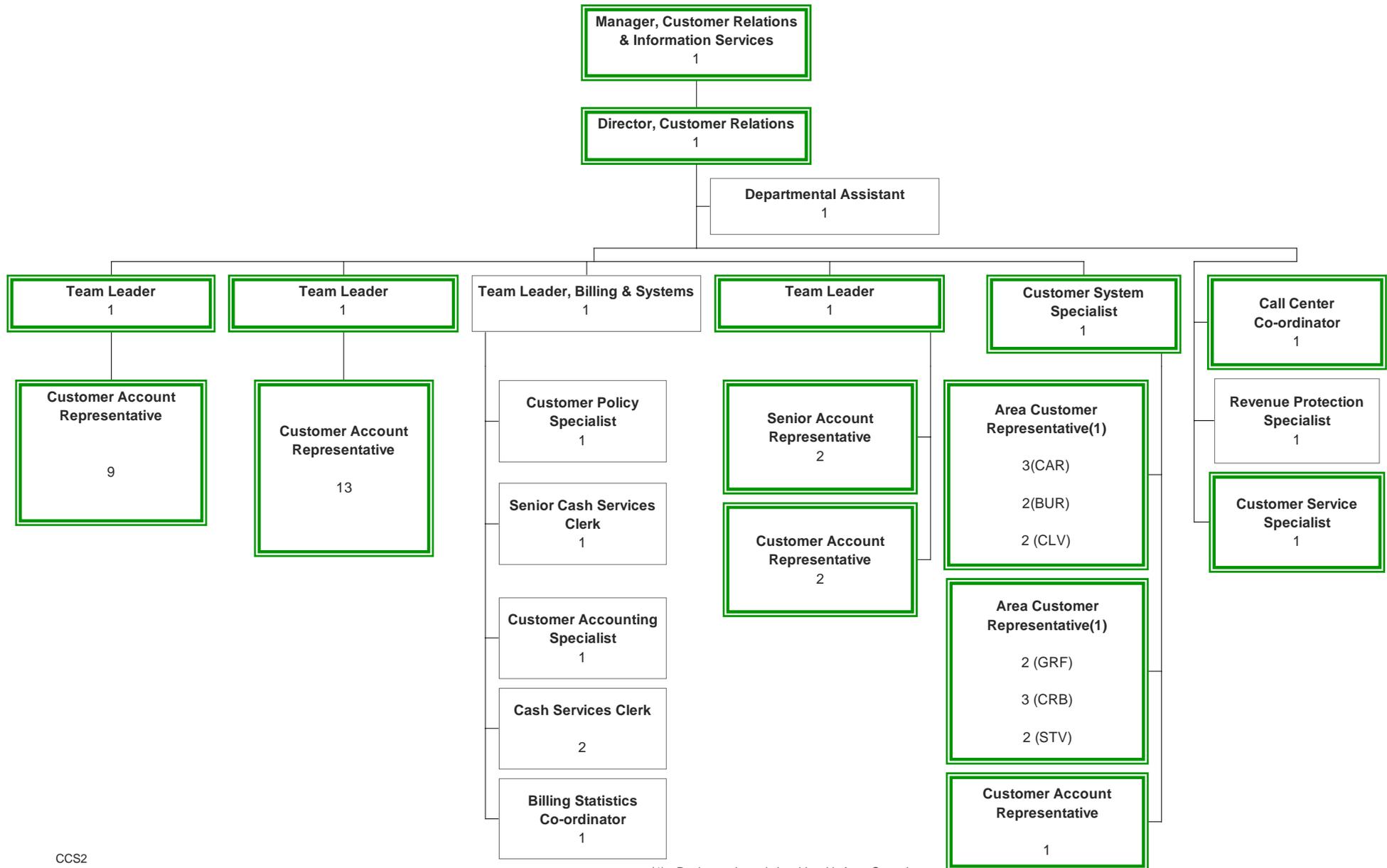
# NEWFOUNDLAND POWER INC.

## CUSTOMER RELATIONS (Page 1 of 3)



# NEWFOUNDLAND POWER INC.

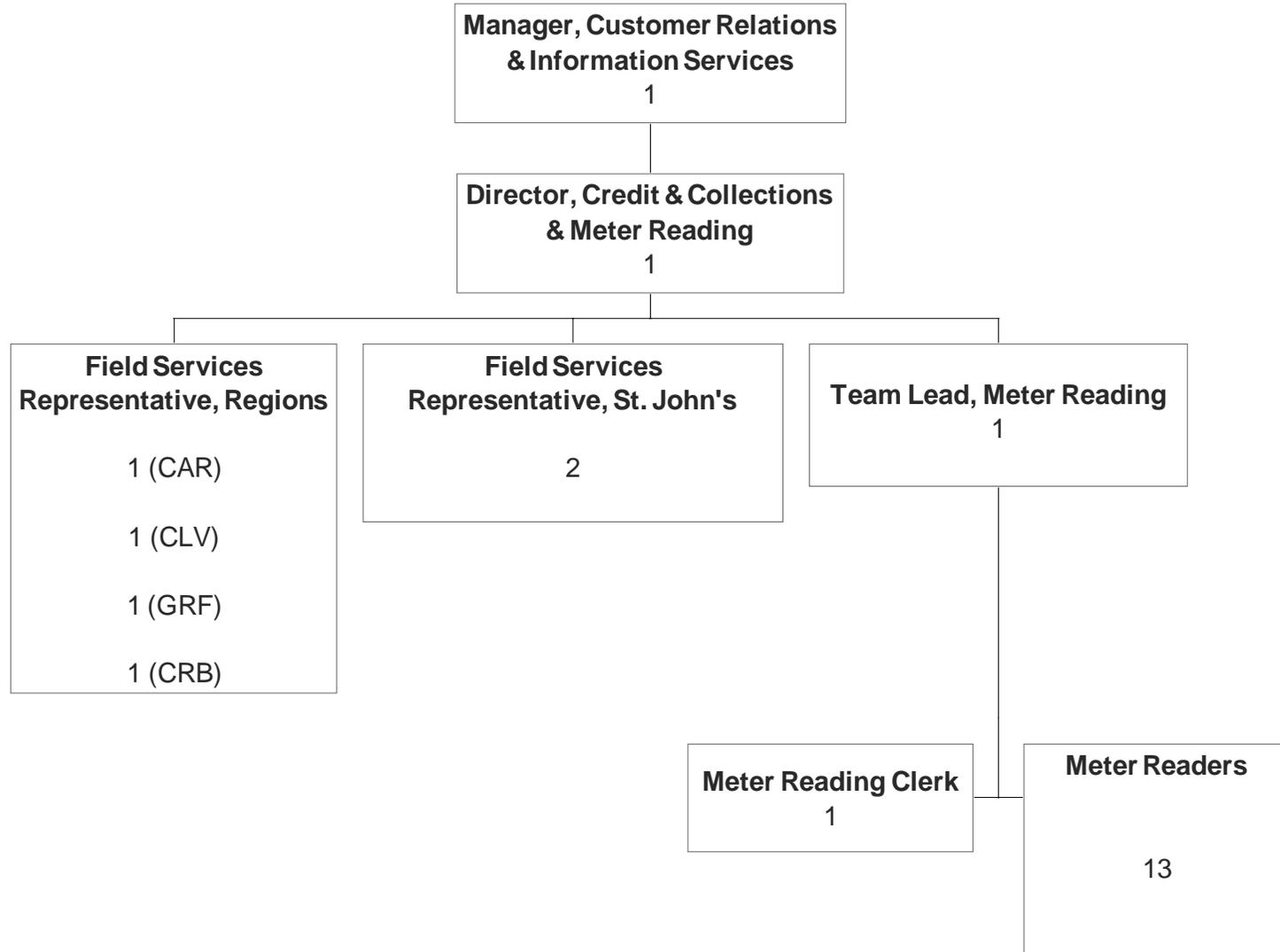
## CUSTOMER RELATIONS Page 2 of 3



(1) Dual reporting relationship with Area Operations.

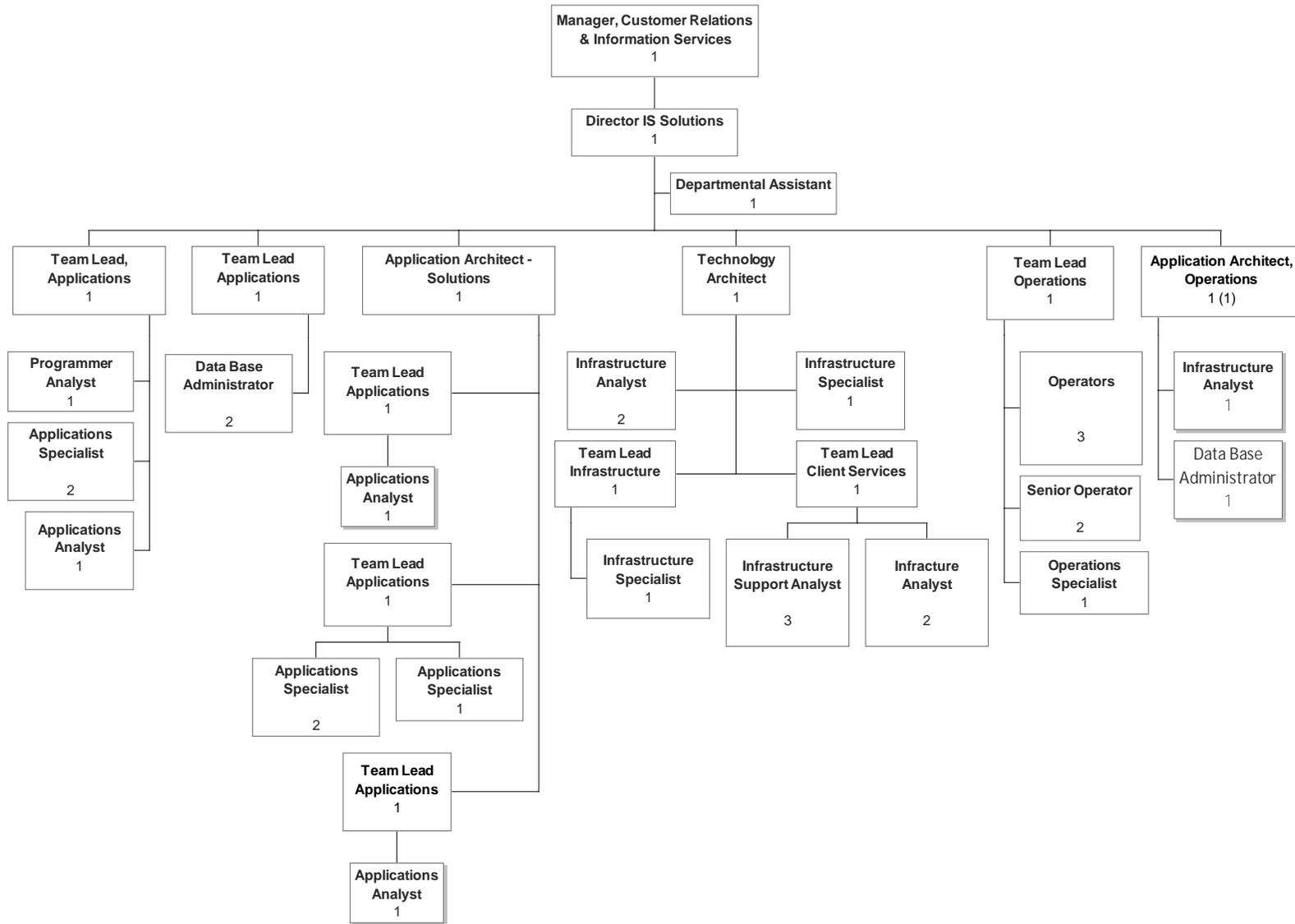
# NEWFOUNDLAND POWER INC.

## CUSTOMER RELATIONS (Page 3 of 3)



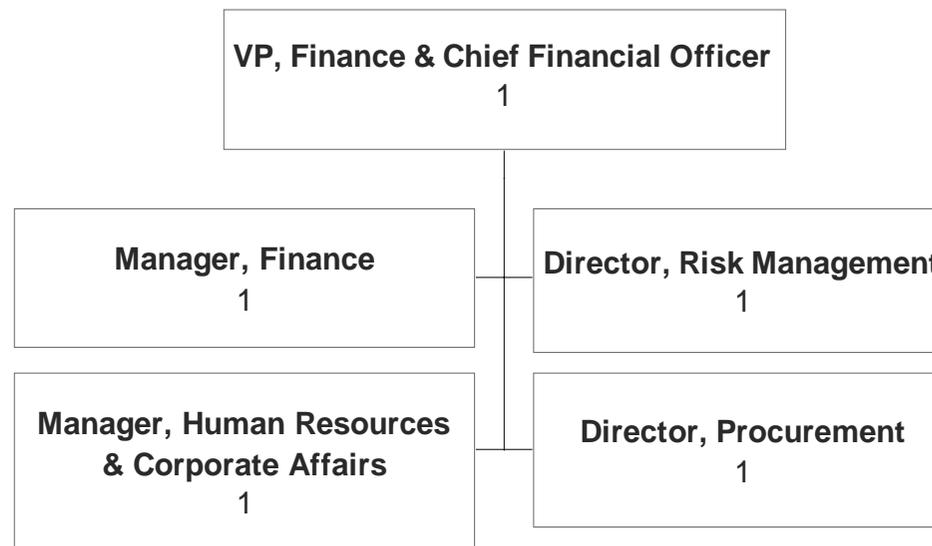
# NEWFOUNDLAND POWER INC.

## INFORMATION SERVICES



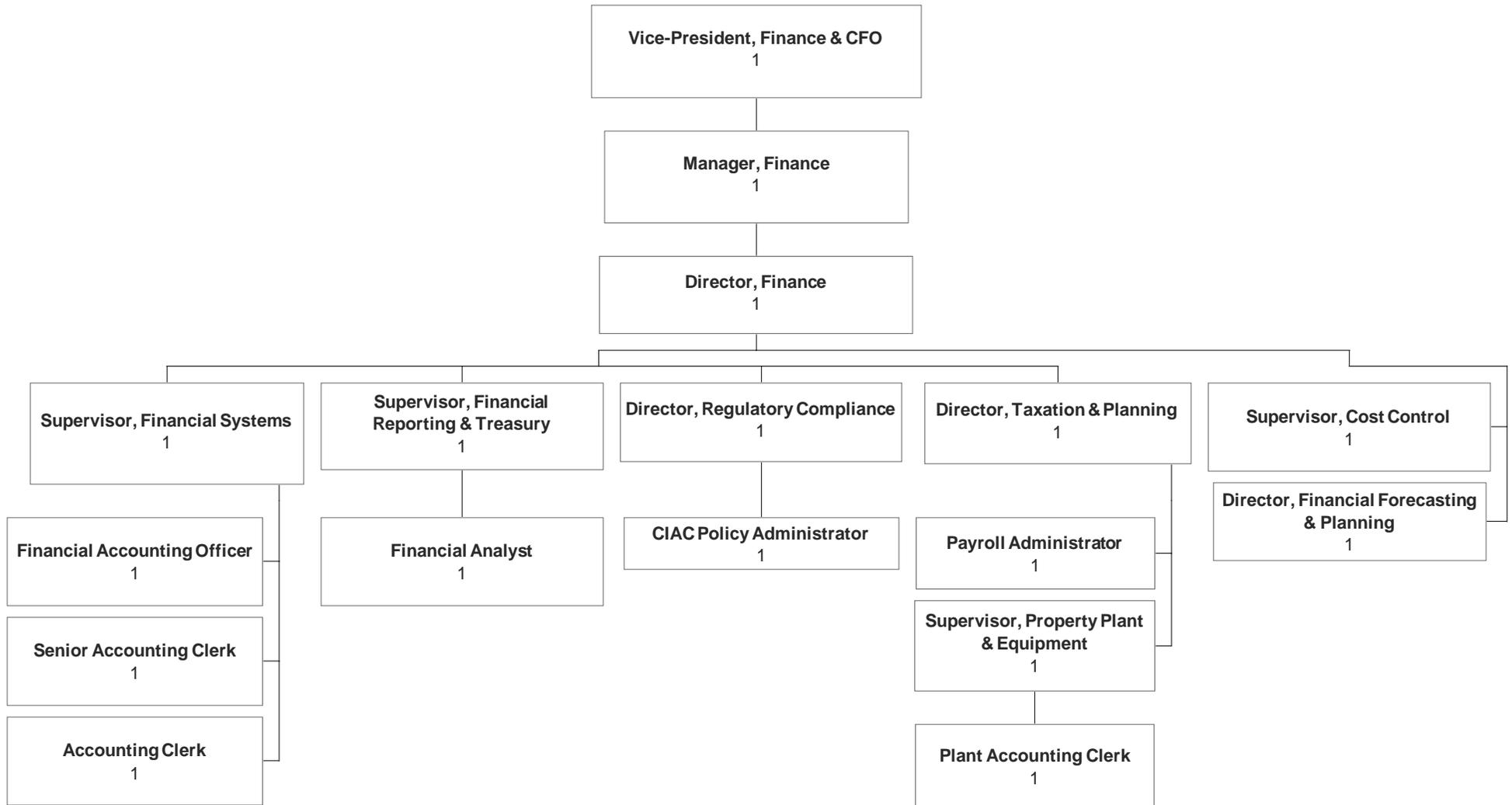
# NEWFOUNDLAND POWER INC.

## FINANCE



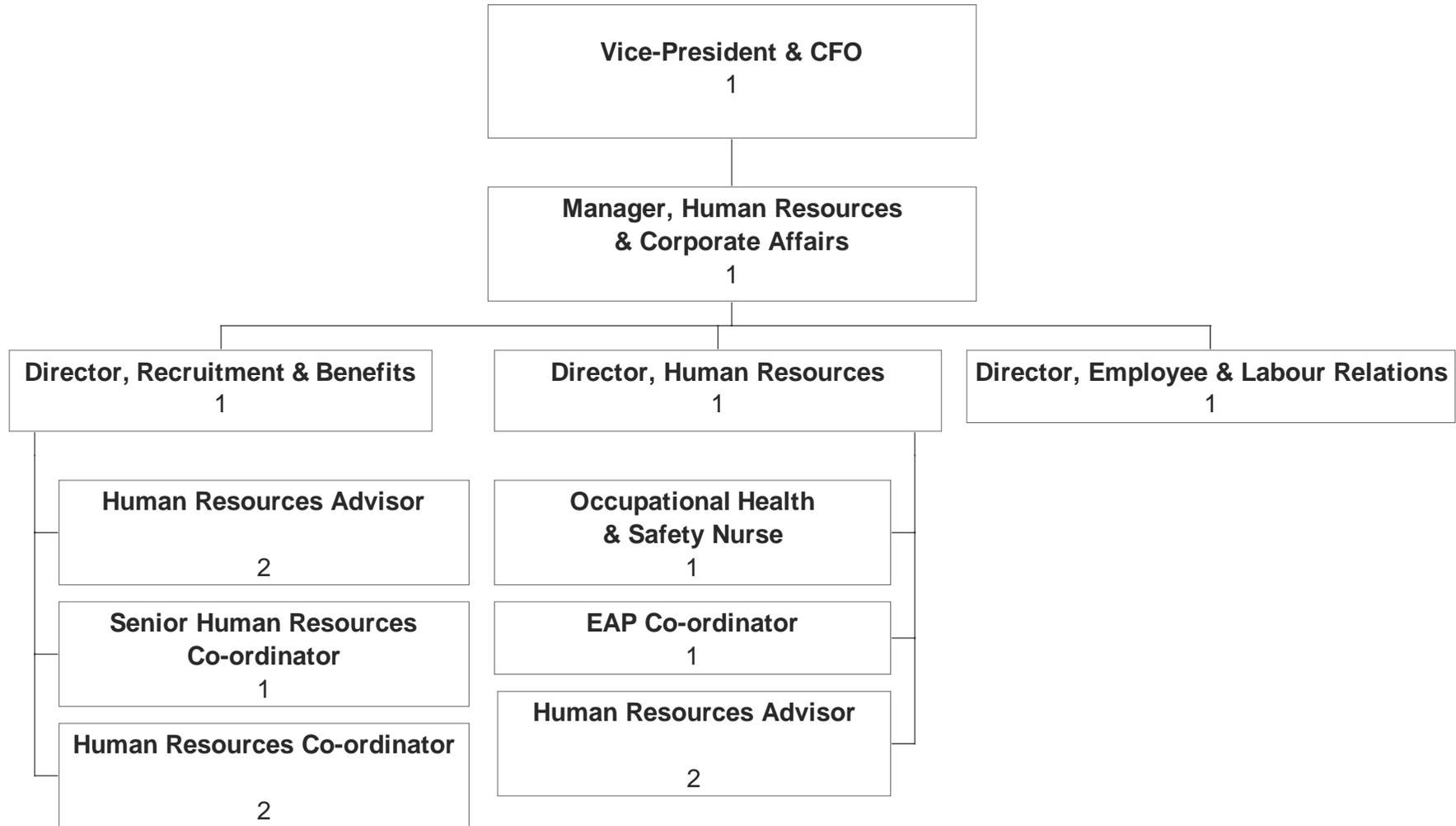
# NEWFOUNDLAND POWER INC.

## FINANCE DEPARTMENT



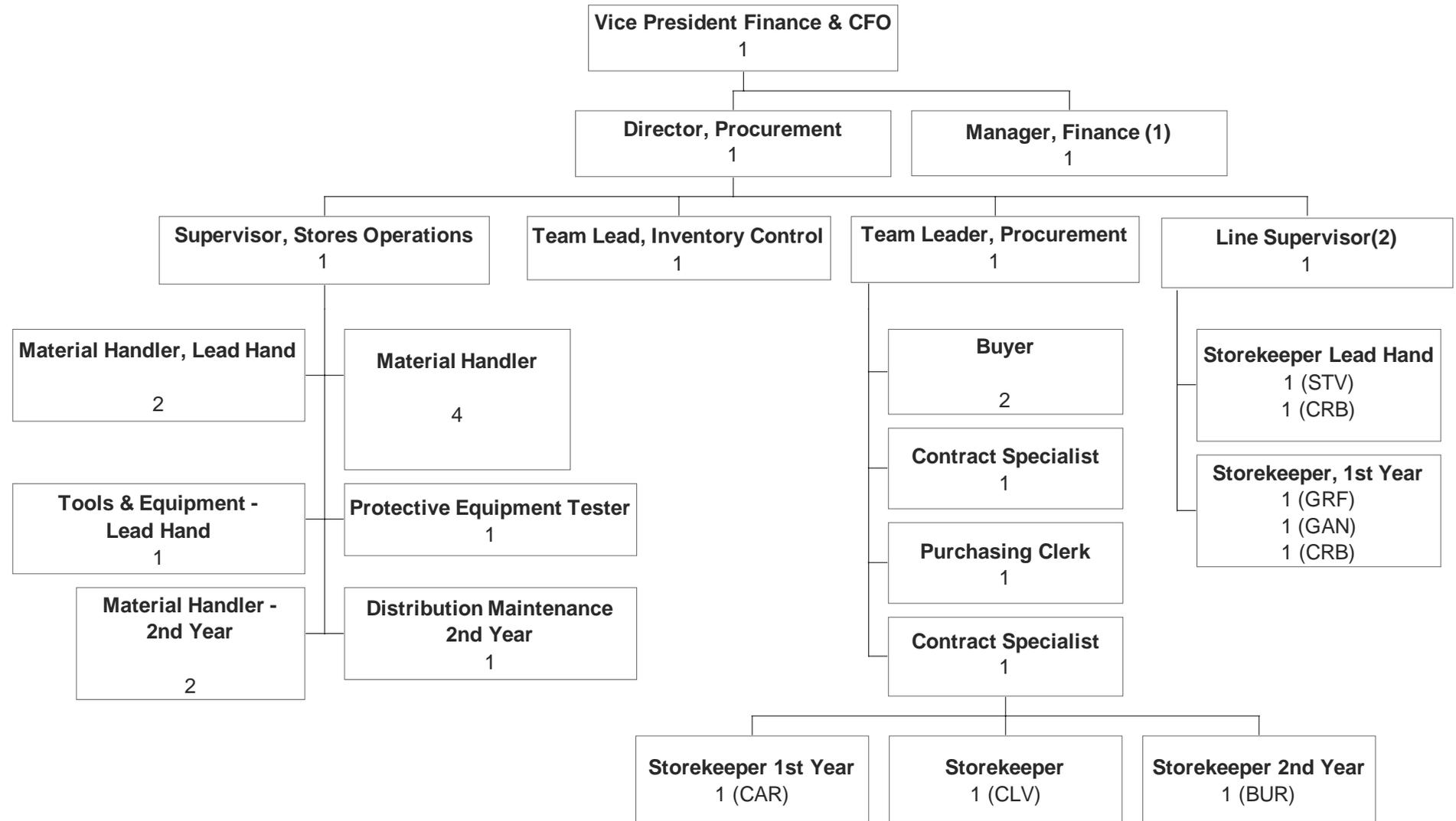
# NEWFOUNDLAND POWER INC.

## HUMAN RESOURCES



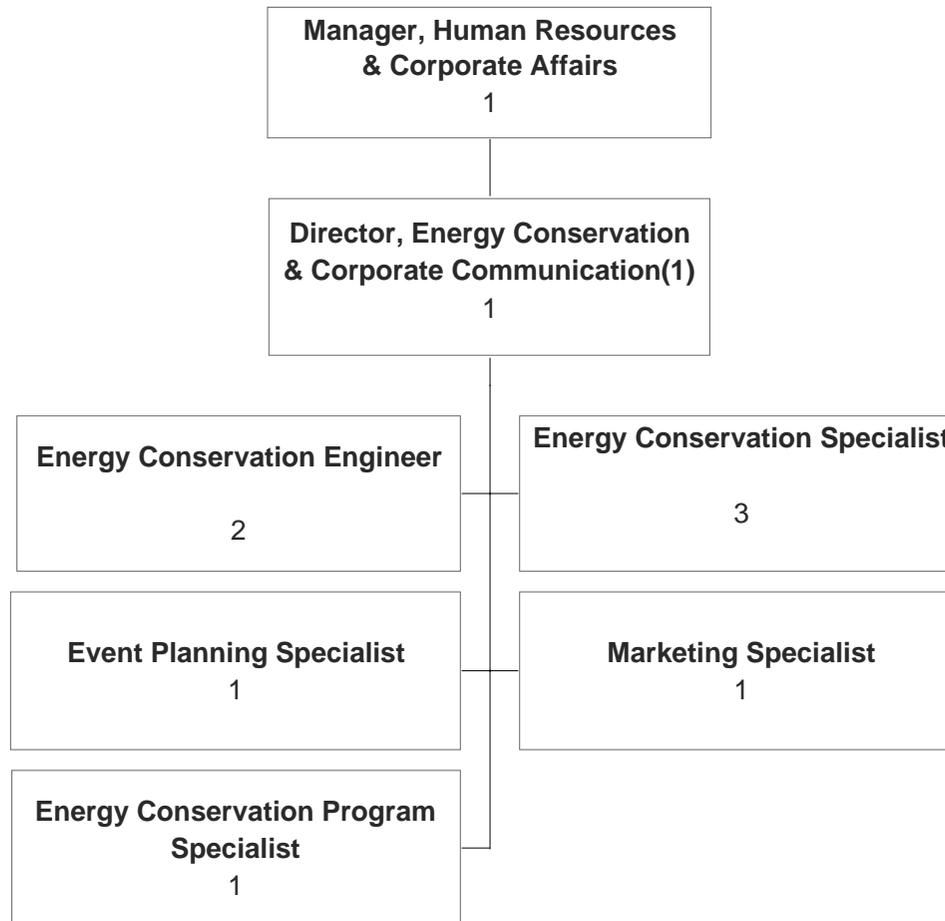
# NEWFOUNDLAND POWER INC.

## MATERIALS MANAGEMENT & CENTRAL STORES



# NEWFOUNDLAND POWER INC.

## ENERGY CONSERVATION

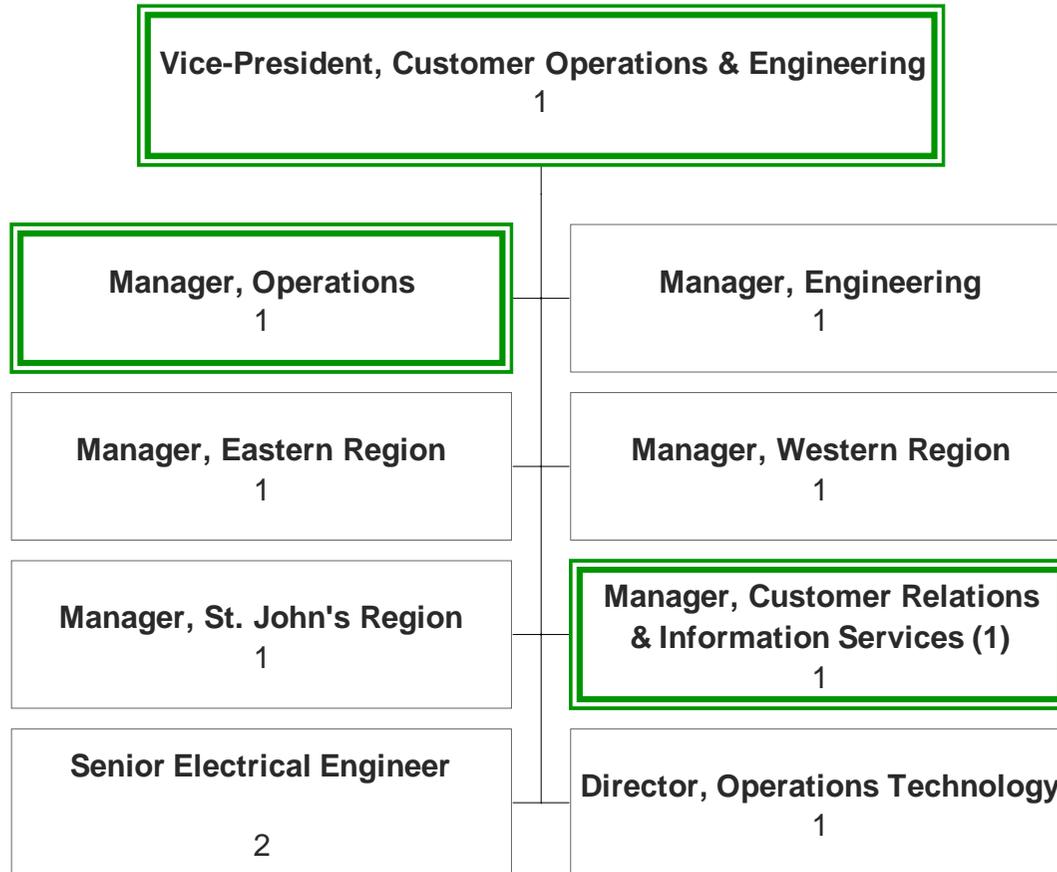


ECS1

(1) Dual reporting relationship with Manager, Corporate Relations & Communications.

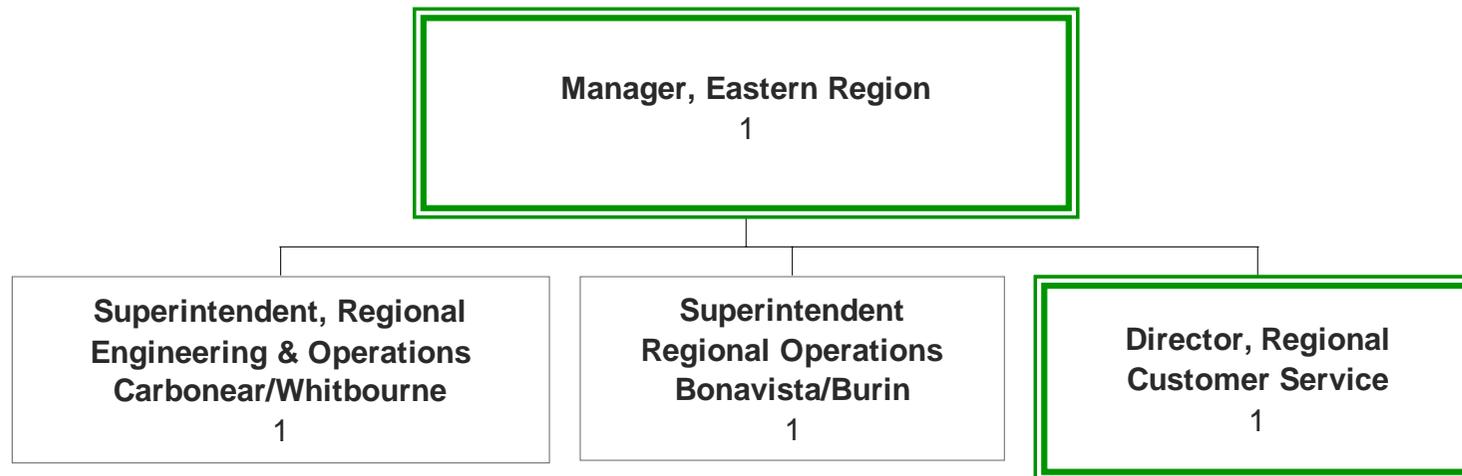
# NEWFOUNDLAND POWER INC.

## ENGINEERING & OPERATIONS



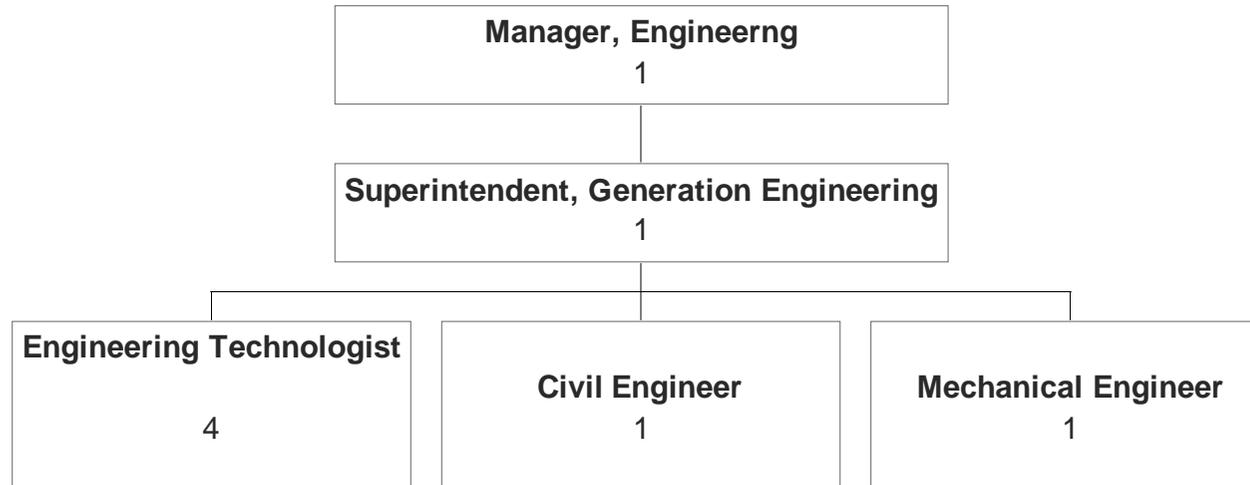
# NEWFOUNDLAND POWER INC. ENGINEERING & OPERATIONS

## EASTERN REGION



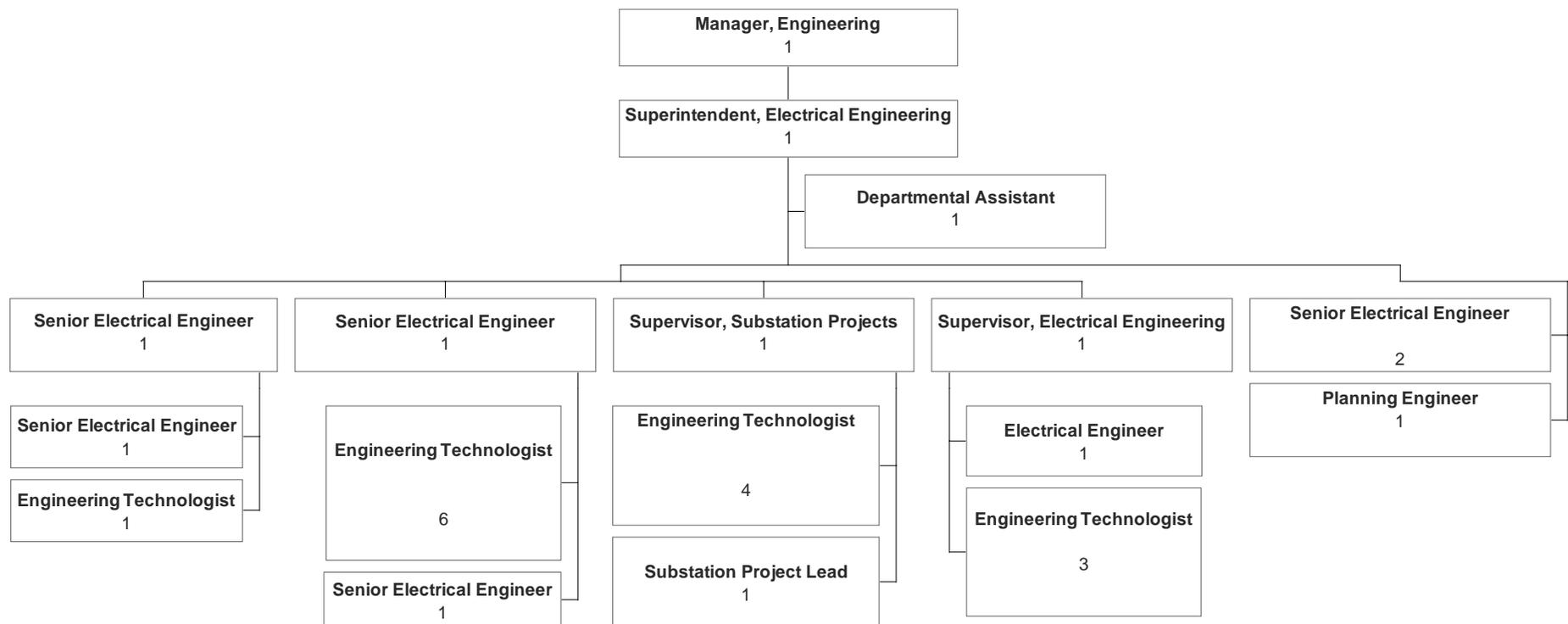
# NEWFOUNDLAND POWER INC.

## ENGINEERING (Page 2 of 4)



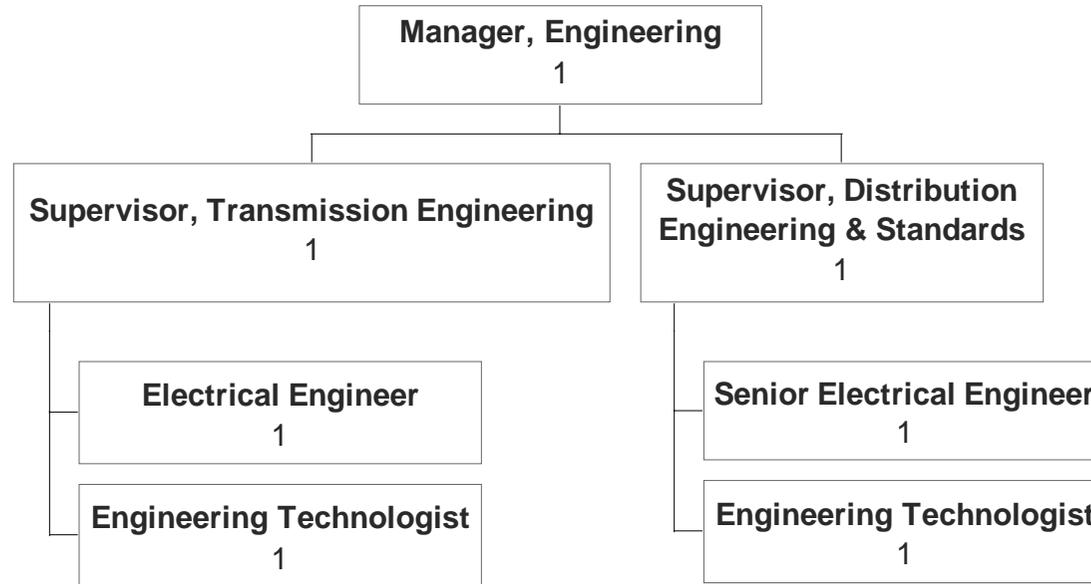
# NEWFOUNDLAND POWER INC.

## ENGINEERING (Page 3 of 4)



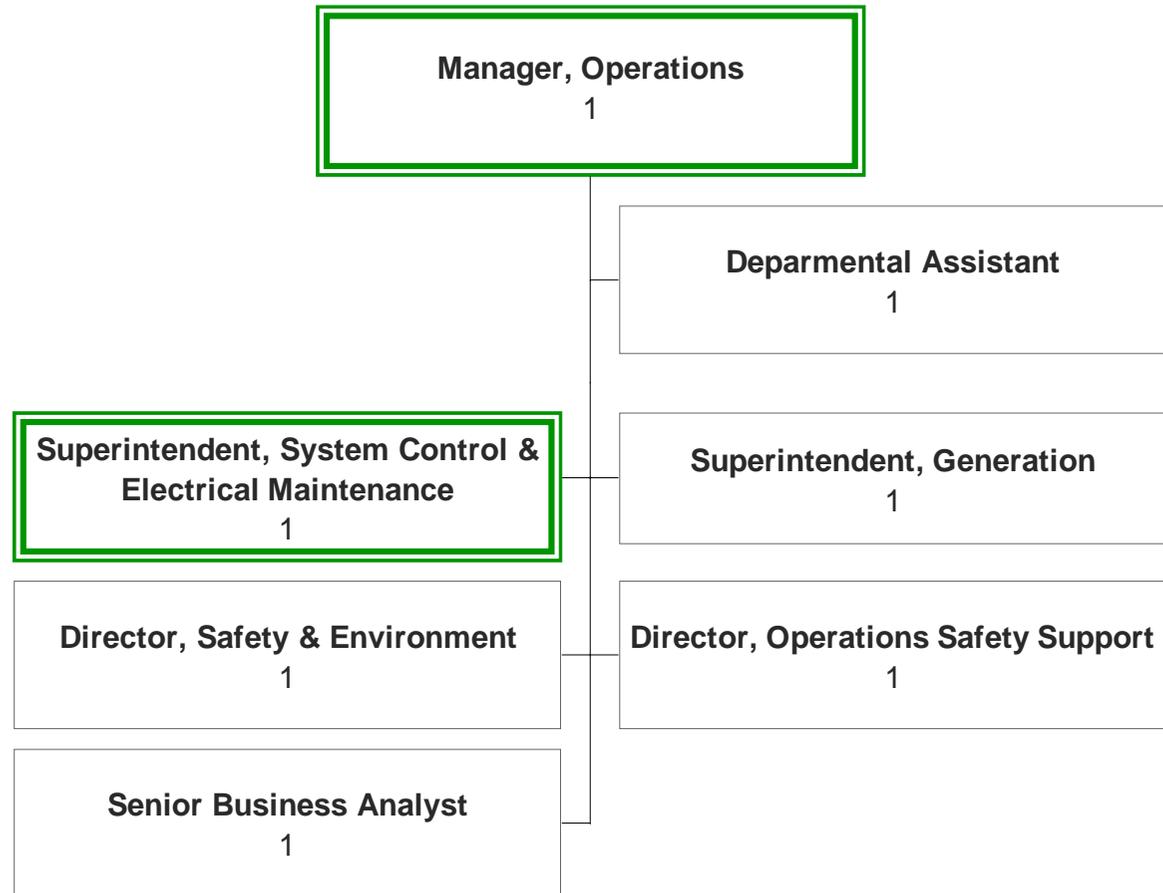
# NEWFOUNDLAND POWER INC.

## ENGINEERING (Page 4 of 4)

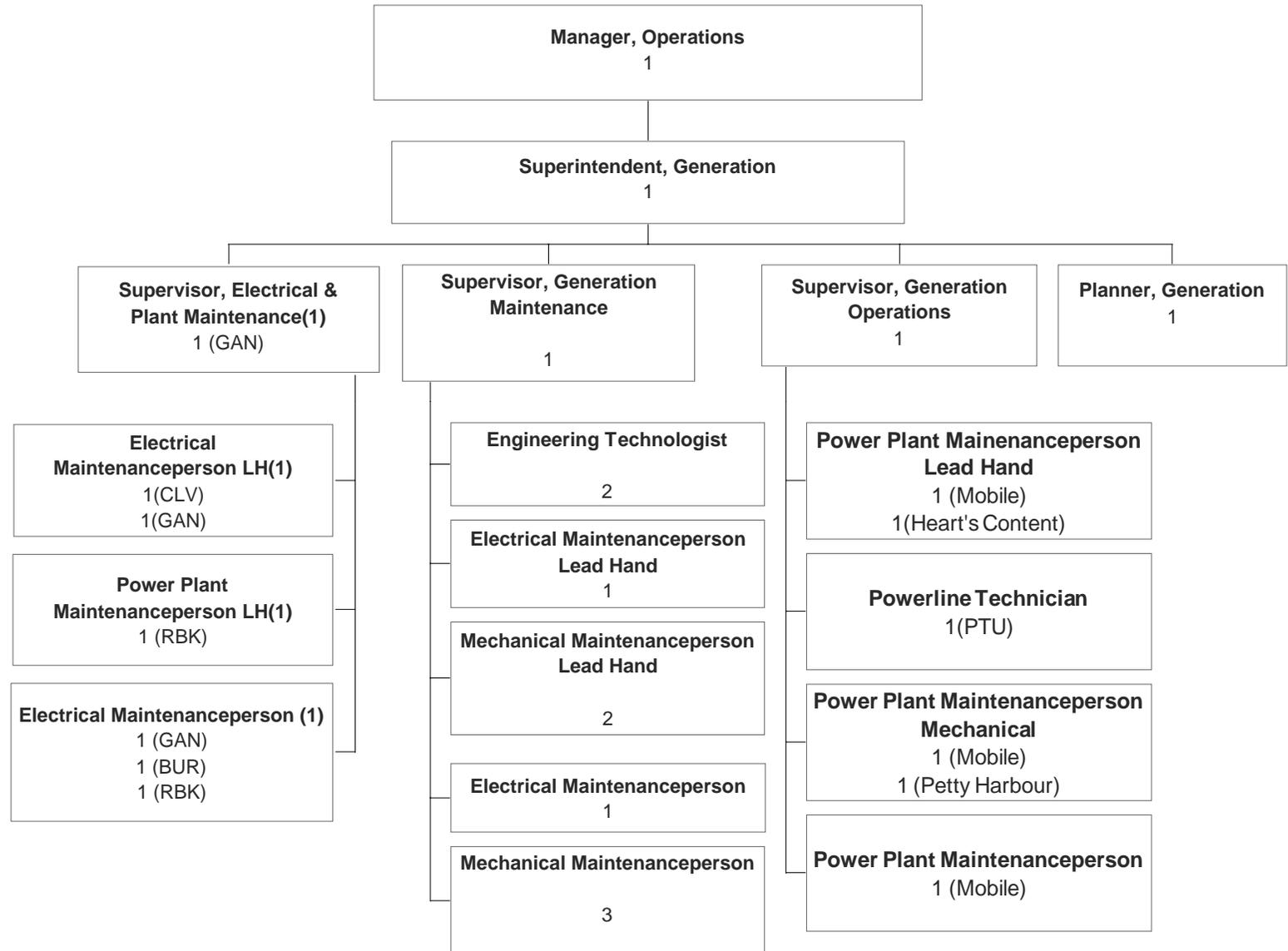


# NEWFOUNDLAND POWER INC.

## OPERATIONS (Page 1 of 5)



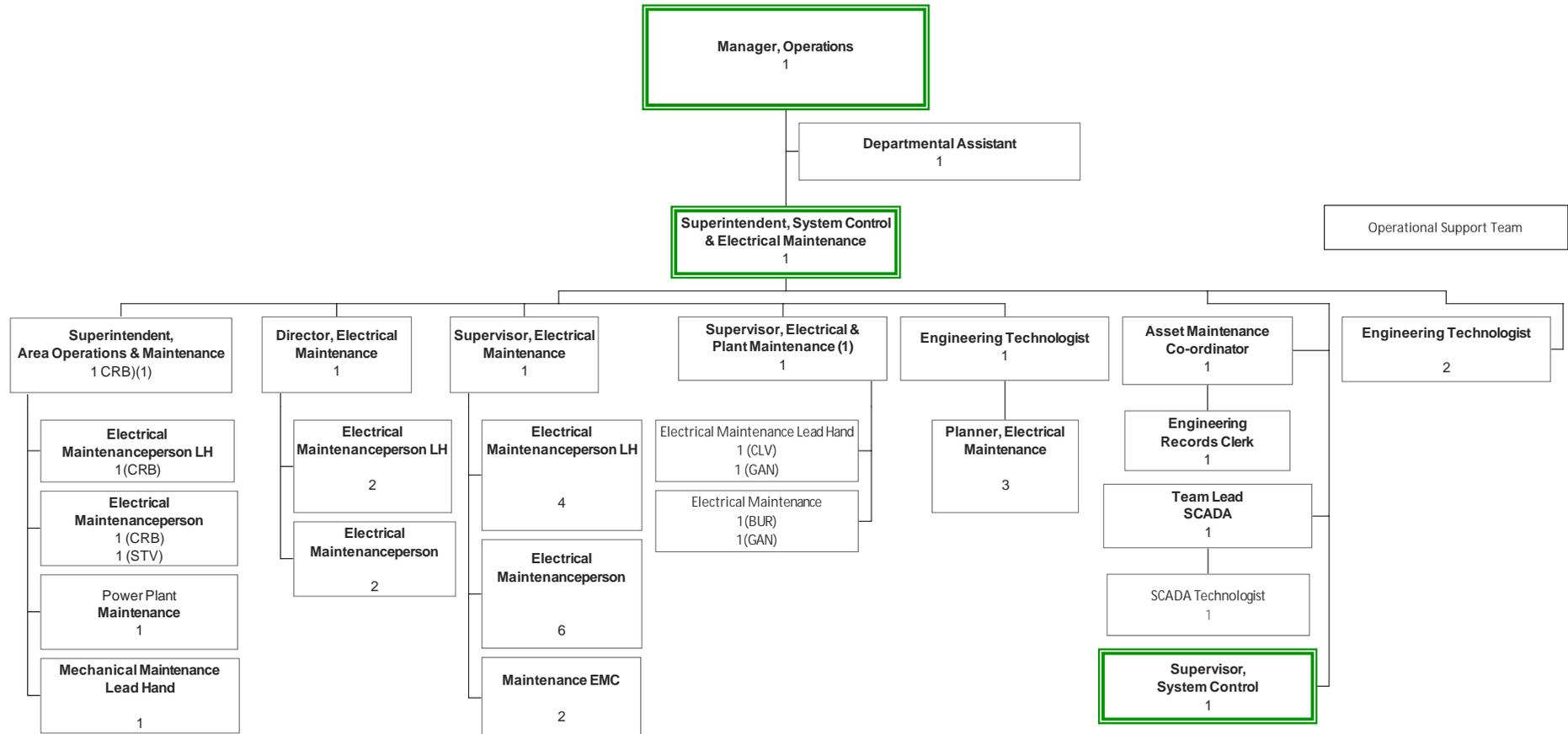
# NEWFOUNDLAND POWER INC. OPERATIONS (Page 2 of 5)



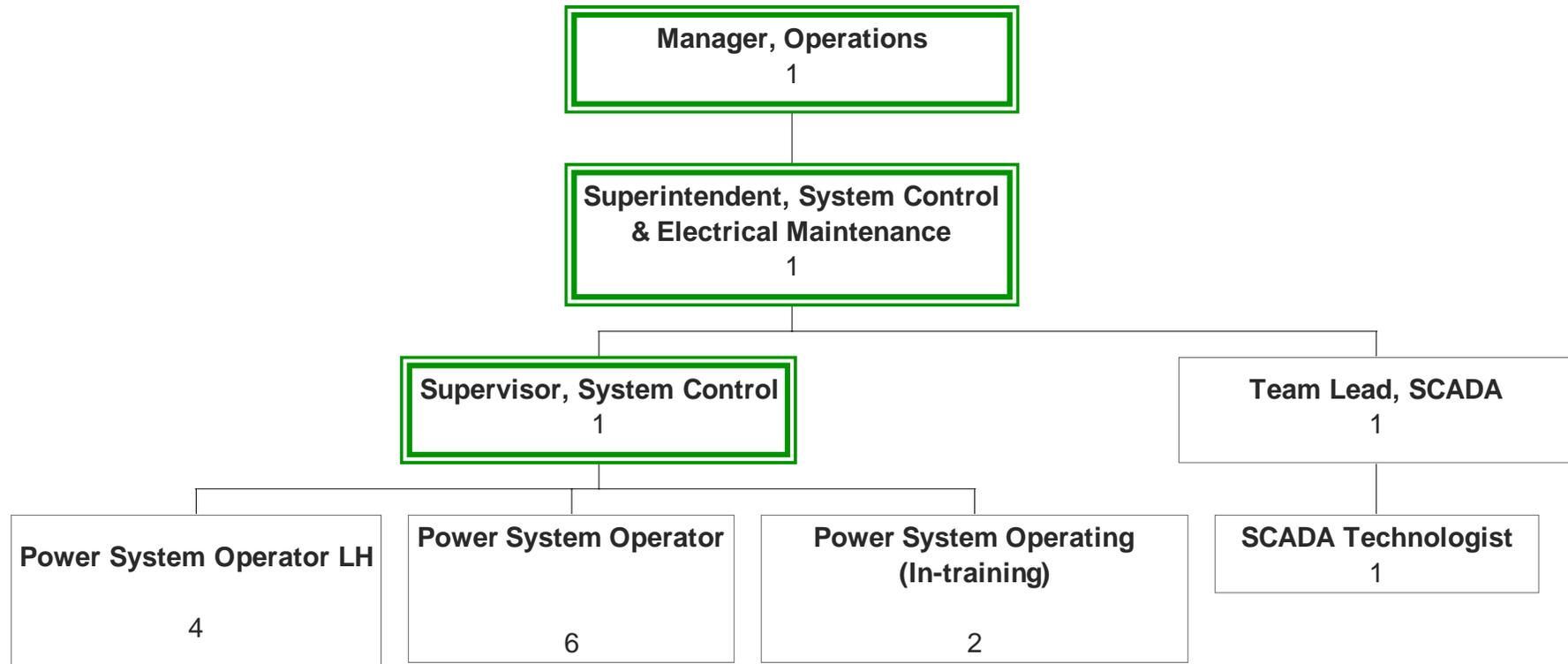
(1) Dual reporting relationship with Regions.

# NEWFOUNDLAND POWER INC.

## OPERATIONS (Page 3 of 5)

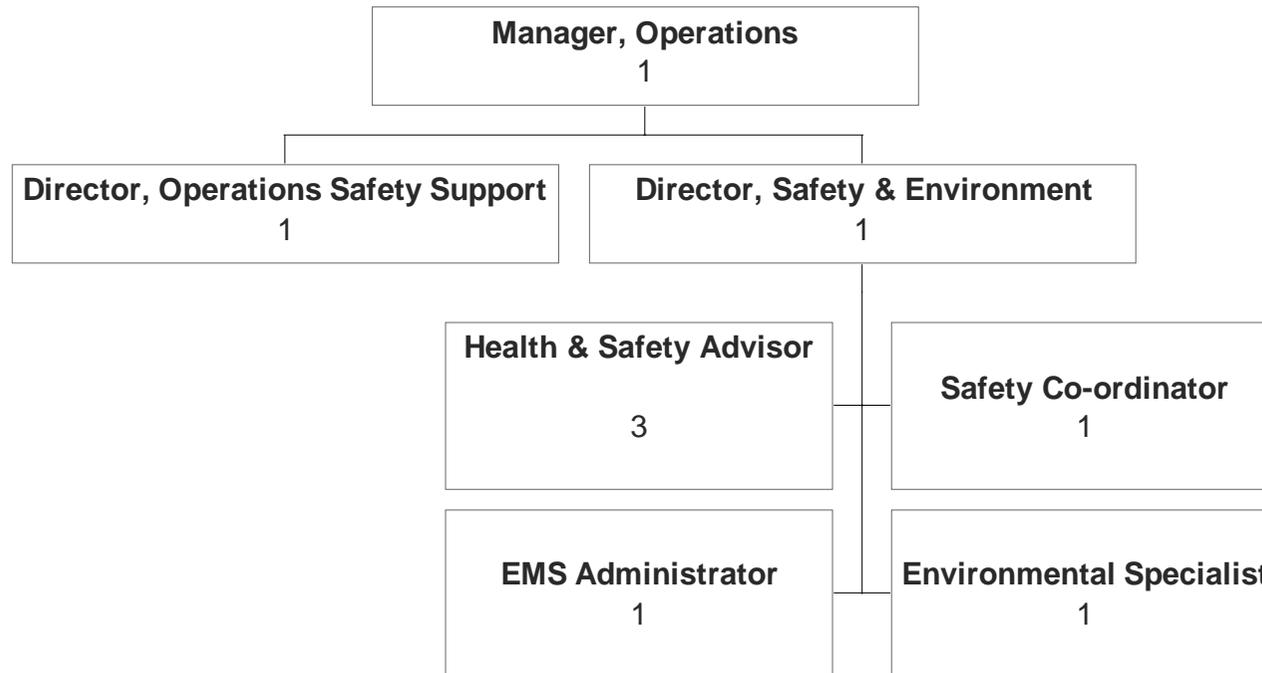


# NEWFOUNDLAND POWER INC. OPERATIONS (Page 4 of 5)



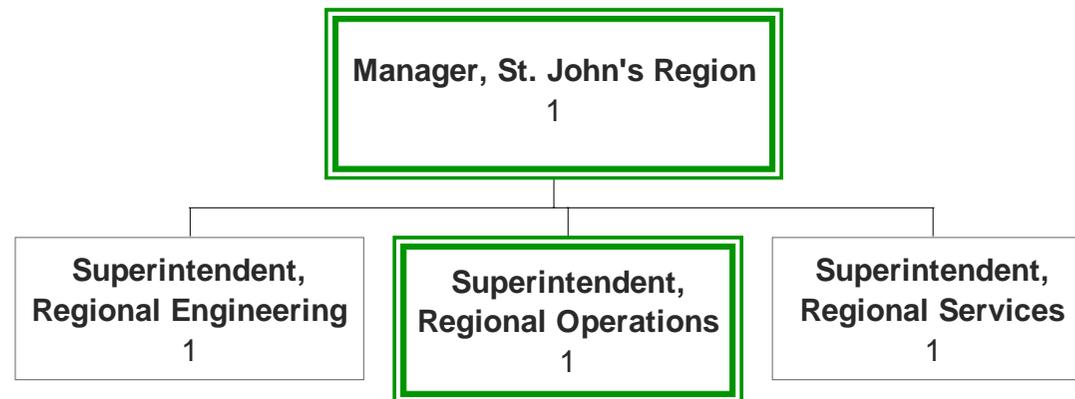
# NEWFOUNDLAND POWER INC. OPERATIONS (Page 5 of 5)

## Health, Safety & Environment



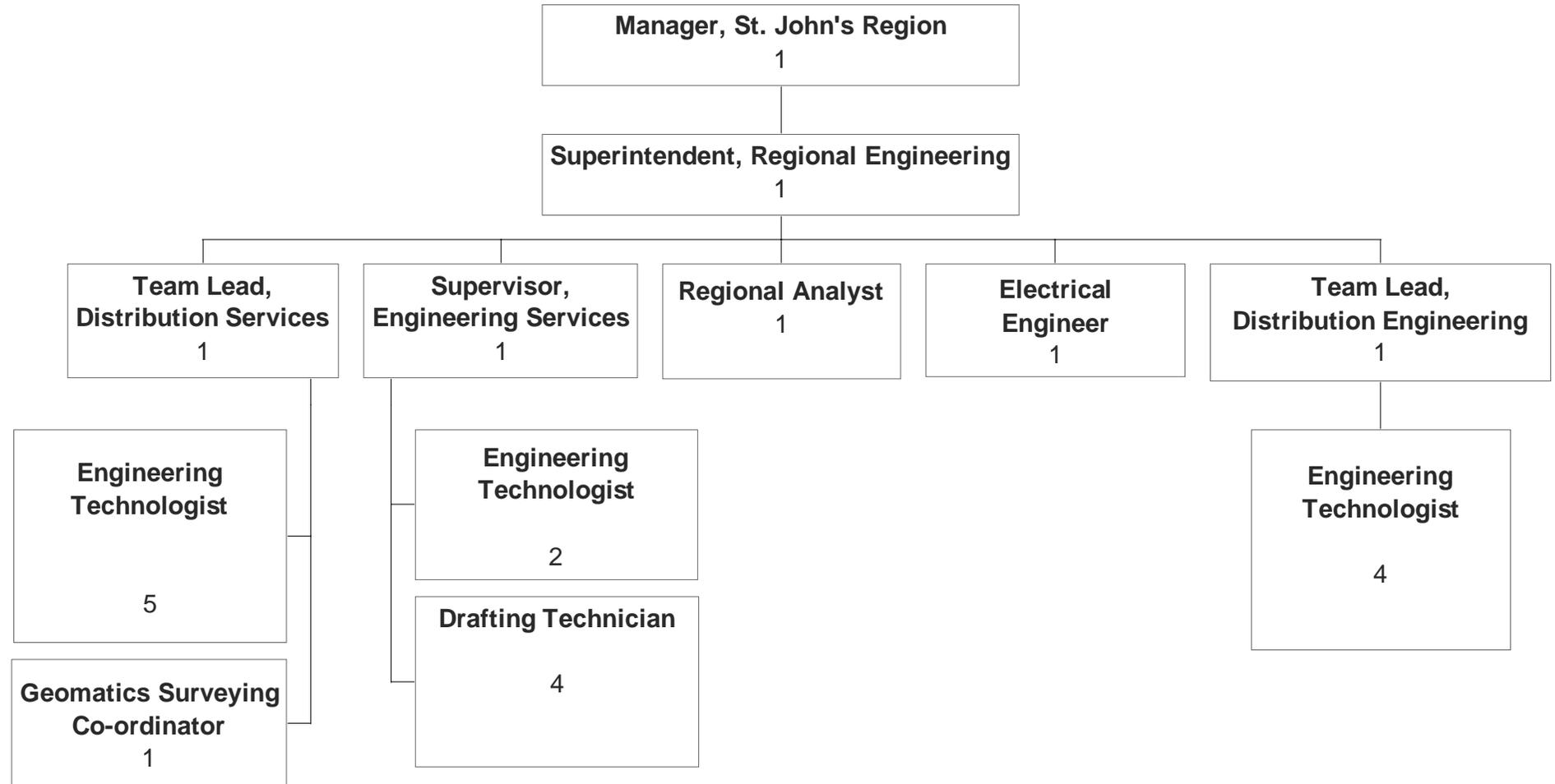
# NEWFOUNDLAND POWER INC. ENGINEERING & OPERATIONS

## ST. JOHN'S REGION



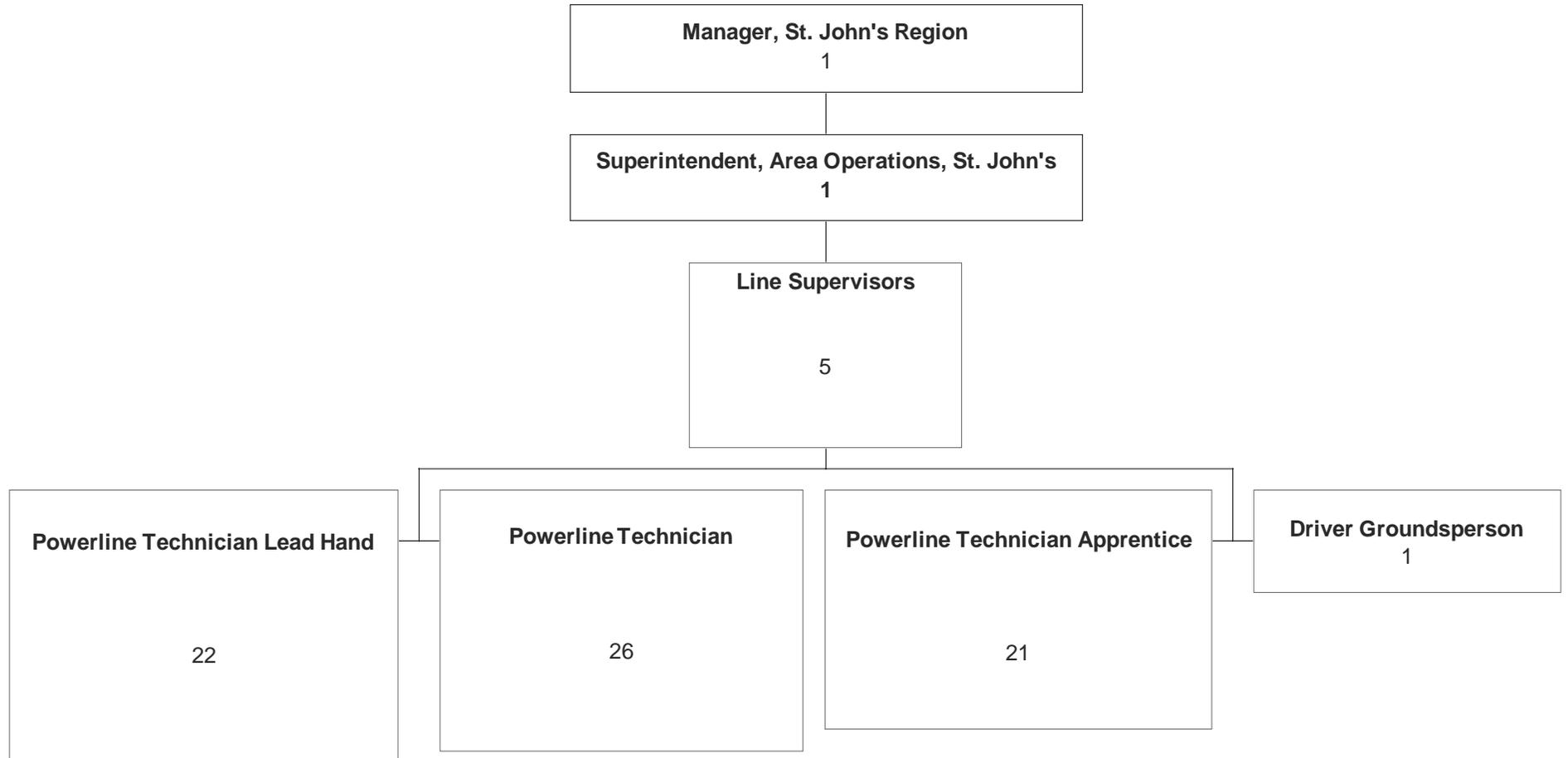
# NEWFOUNDLAND POWER INC. ENGINEERING & OPERATIONS

## ST. JOHN'S REGIONAL ENGINEERING



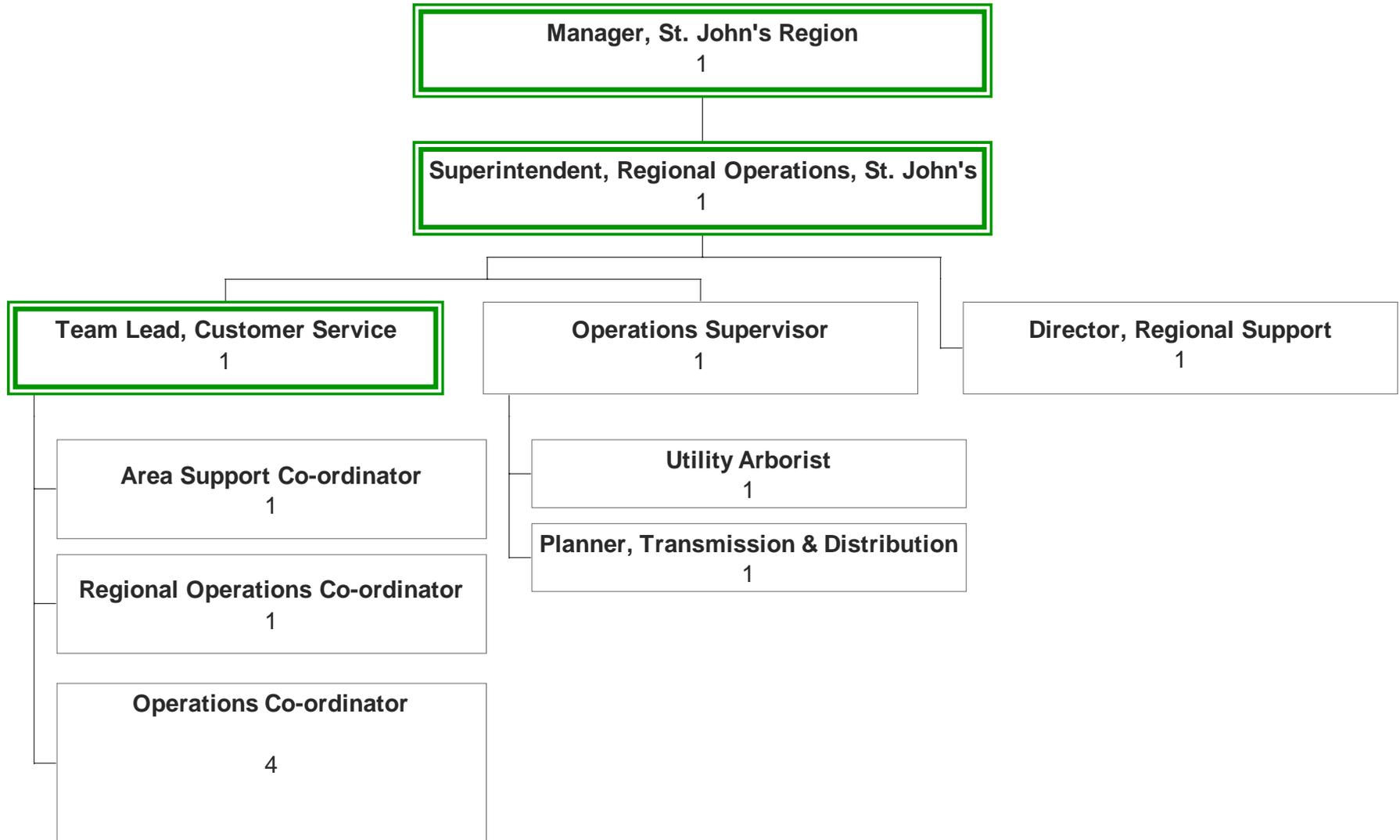
# NEWFOUNDLAND POWER INC. ENGINEERING & OPERATIONS

## ST. JOHN'S AREA OPERATIONS (Page 1 of 2)



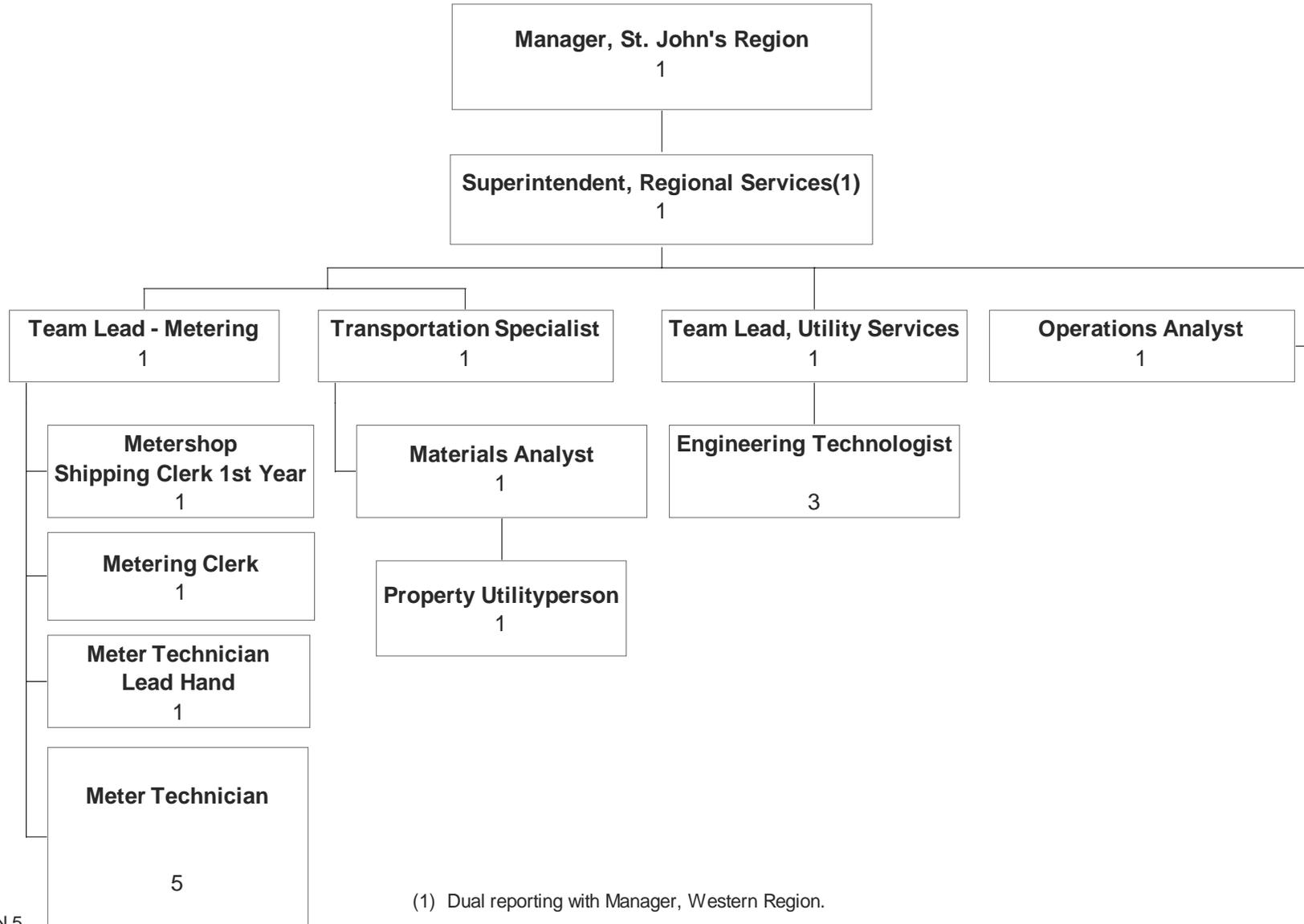
# NEWFOUNDLAND POWER INC. ENGINEERING & OPERATIONS

## ST. JOHN'S REGIONAL OPERATIONS (Page 2 OF 2)



# NEWFOUNDLAND POWER INC. ENGINEERING & OPERATIONS

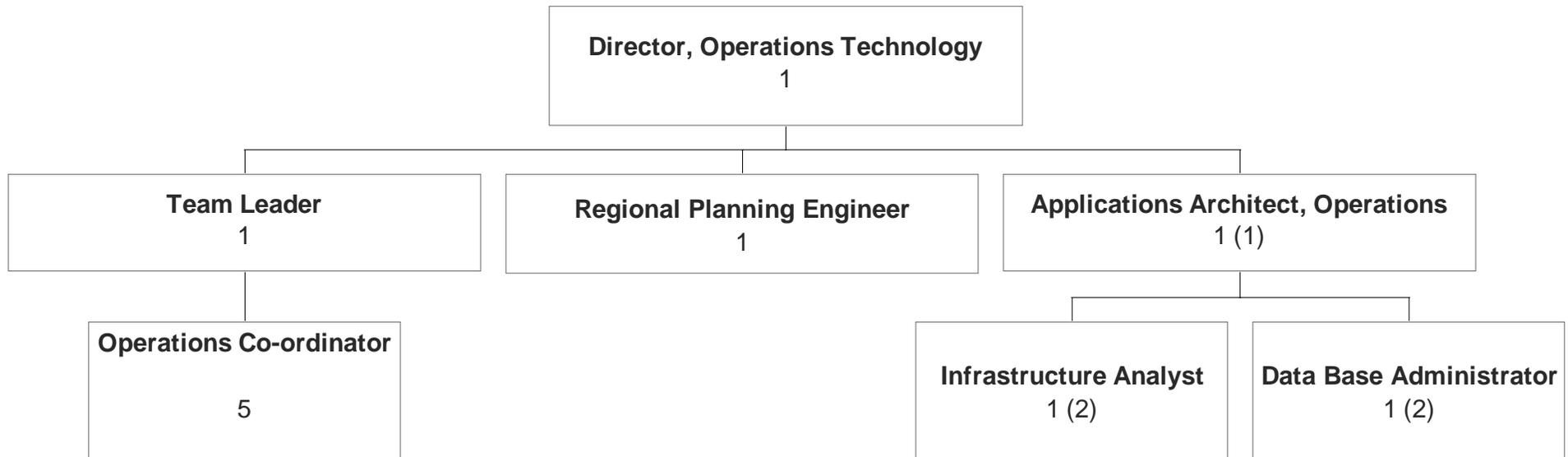
## ST. JOHN'S REGIONAL SERVICES



(1) Dual reporting with Manager, Western Region.

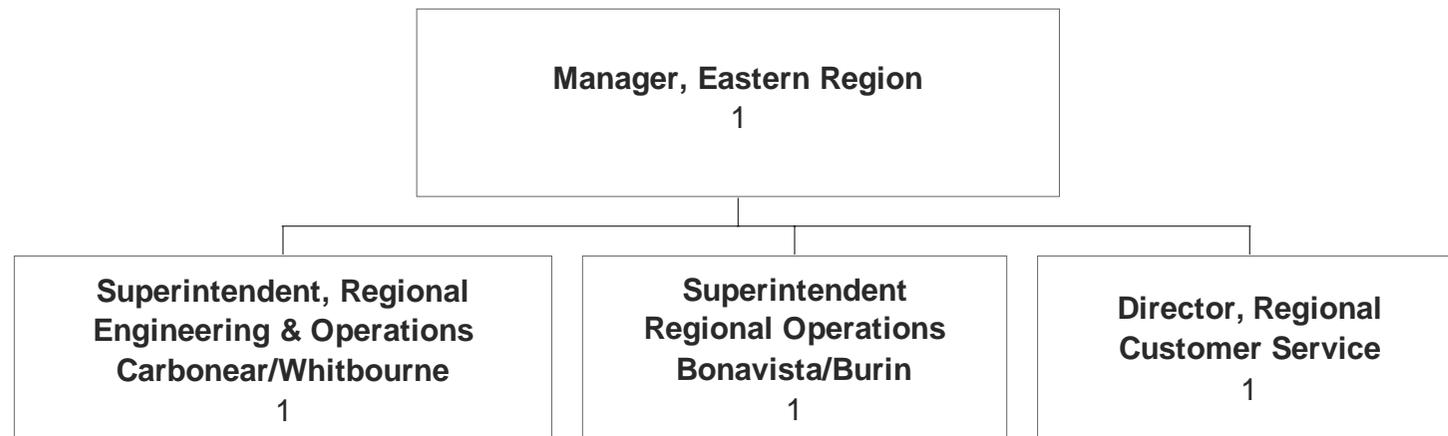
# NEWFOUNDLAND POWER INC. ENGINEERING & OPERATIONS

## OPERATIONS TECHNOLOGY



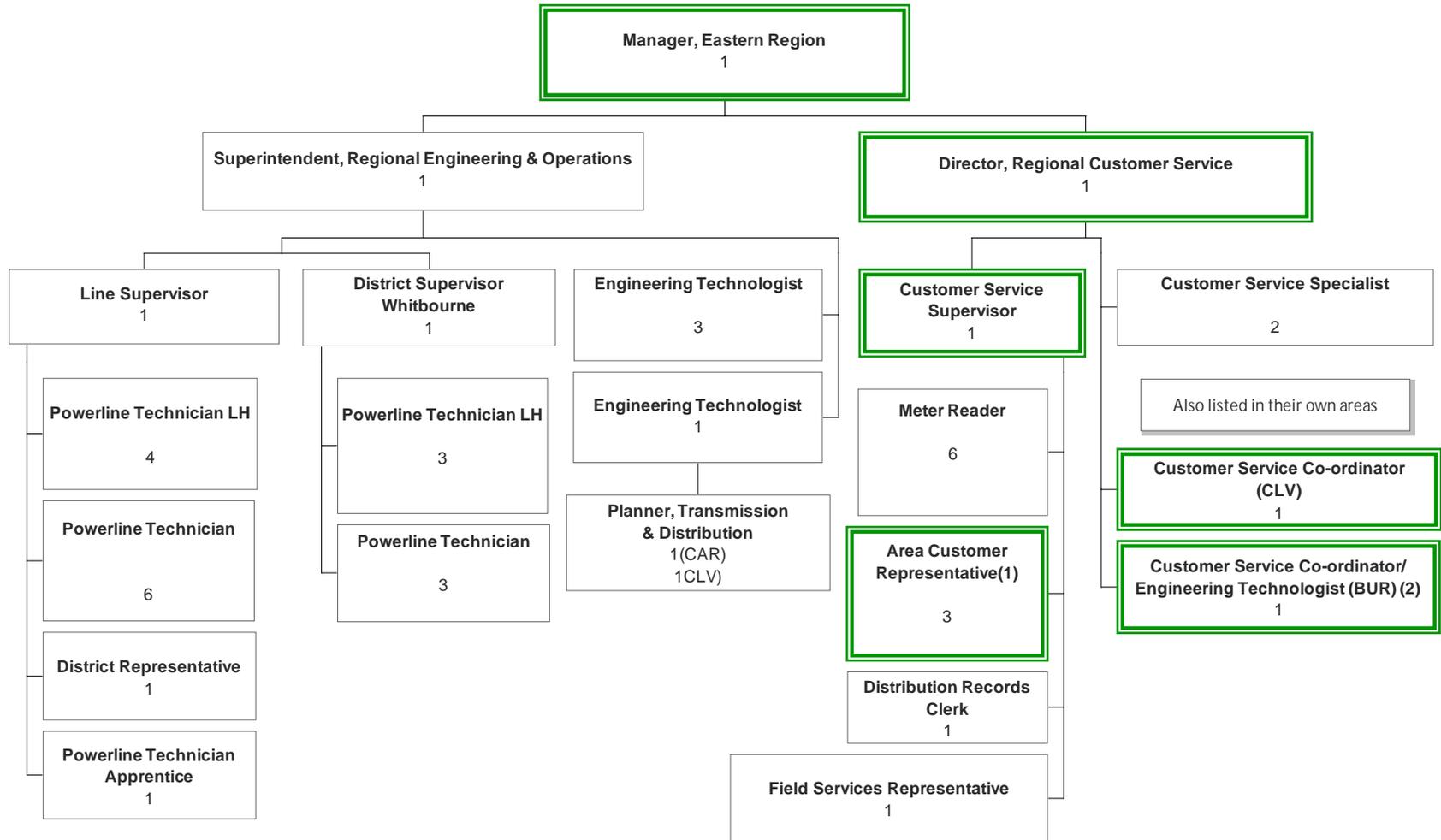
# NEWFOUNDLAND POWER INC. ENGINEERING & OPERATIONS

## EASTERN REGION



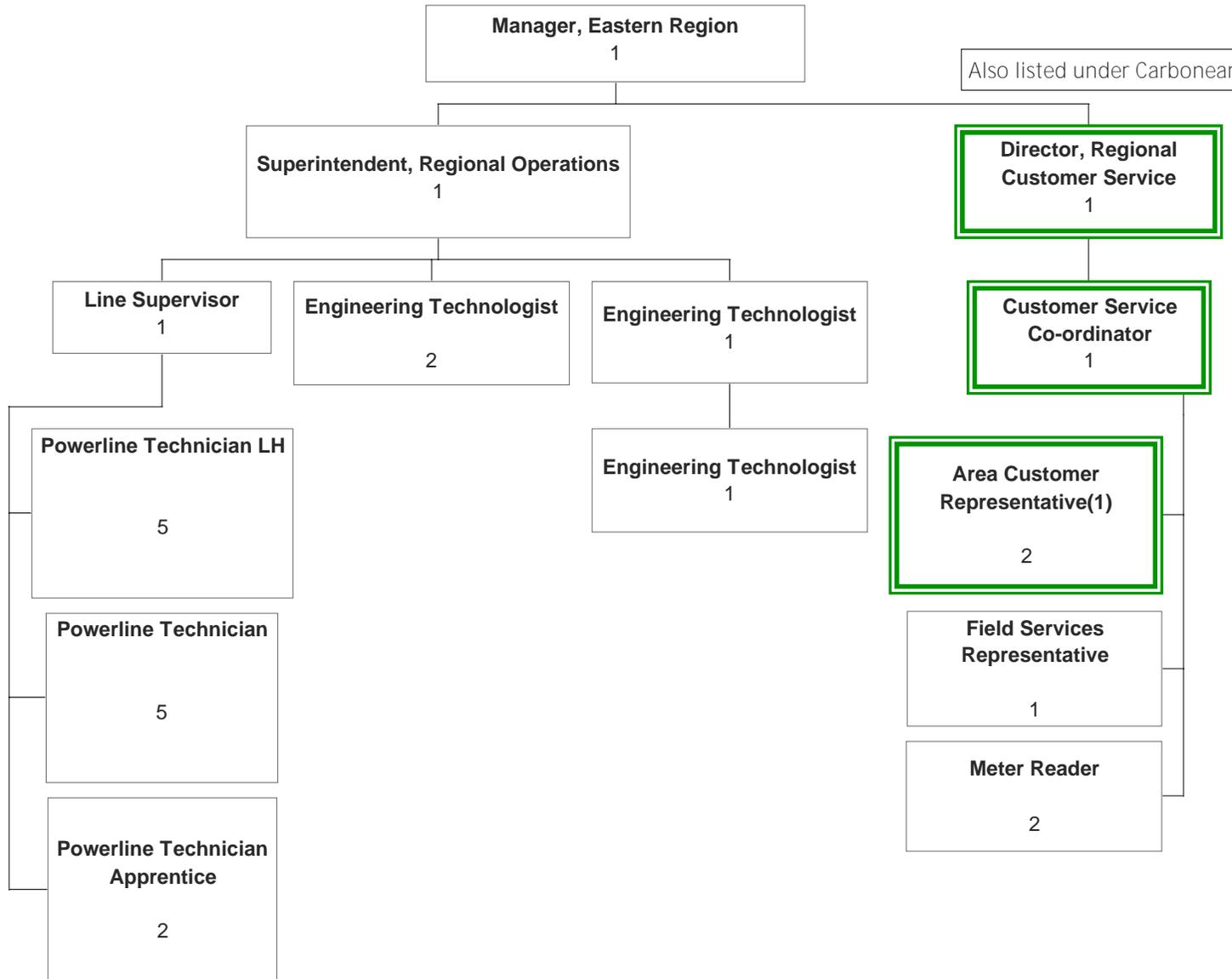
# NEWFOUNDLAND POWER INC. ENGINEERING AND OPERATIONS

## CARBONEAR & WHITBOURNE AREA OPERATIONS



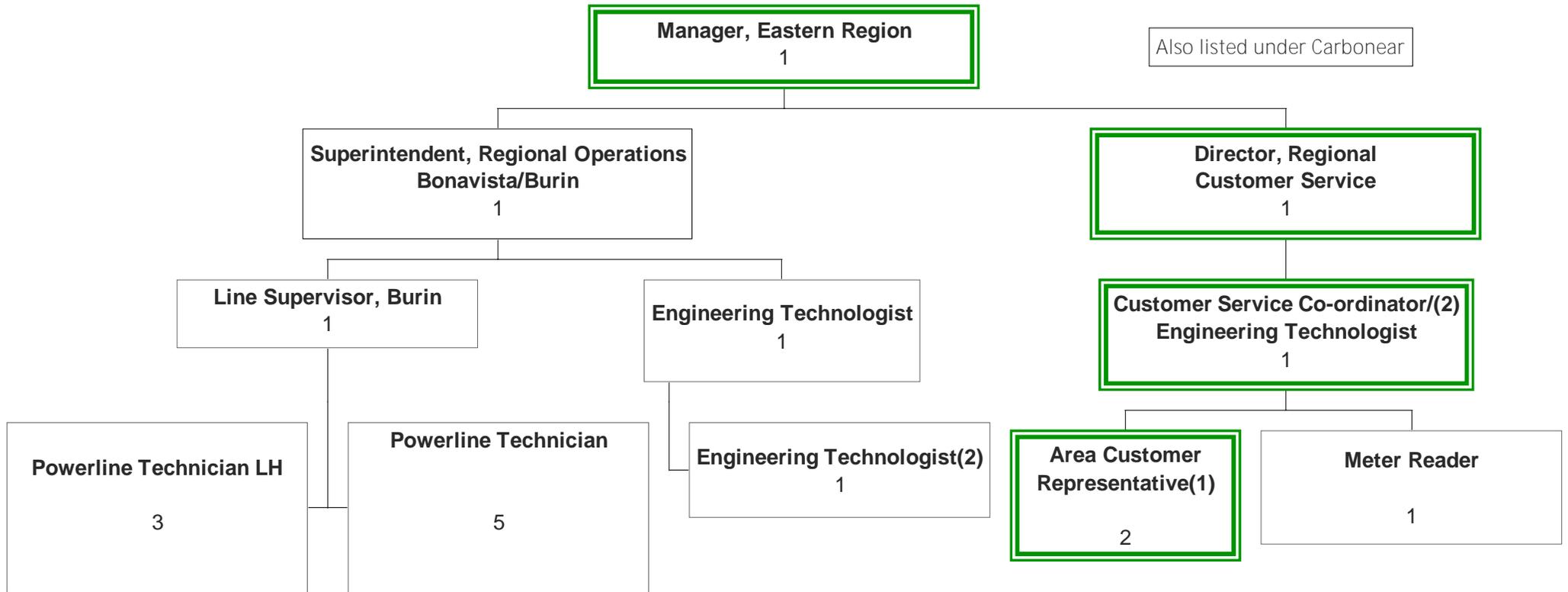
# NEWFOUNDLAND POWER INC. ENGINEERING & OPERATIONS

## BONAVISTA AREA OPERATIONS

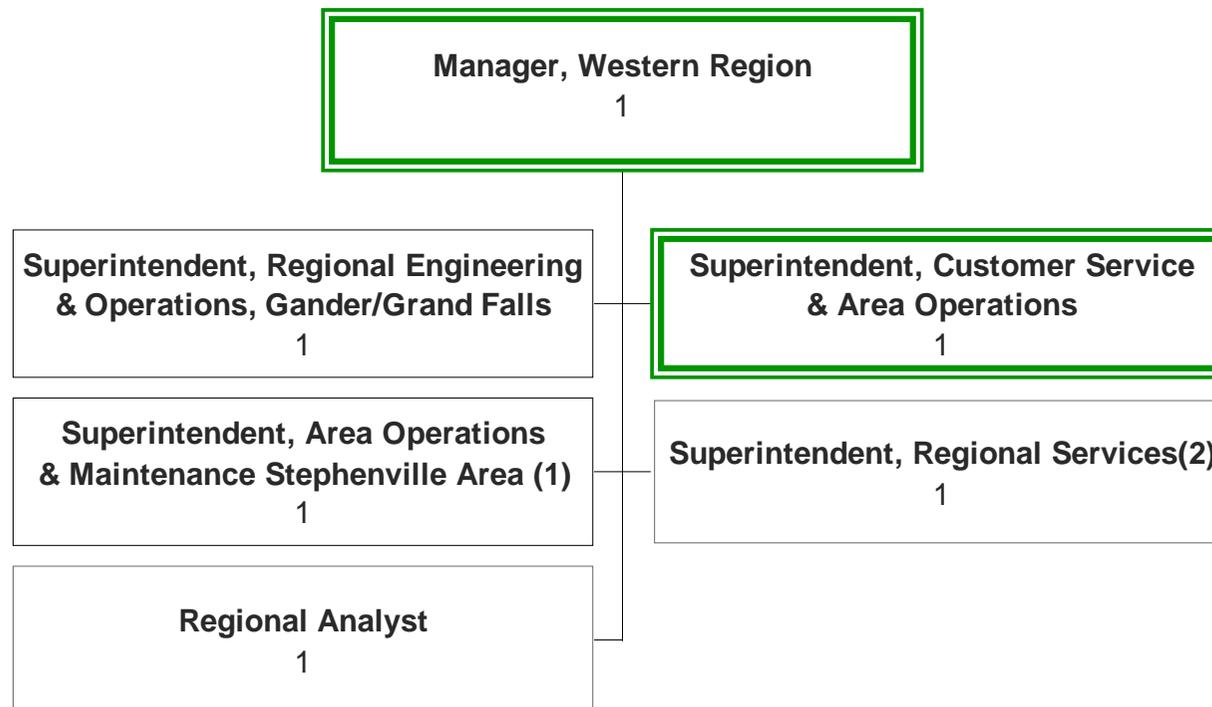


# NEWFOUNDLAND POWER INC. ENGINEERING & OPERATIONS

## BURIN AREA OPERATIONS



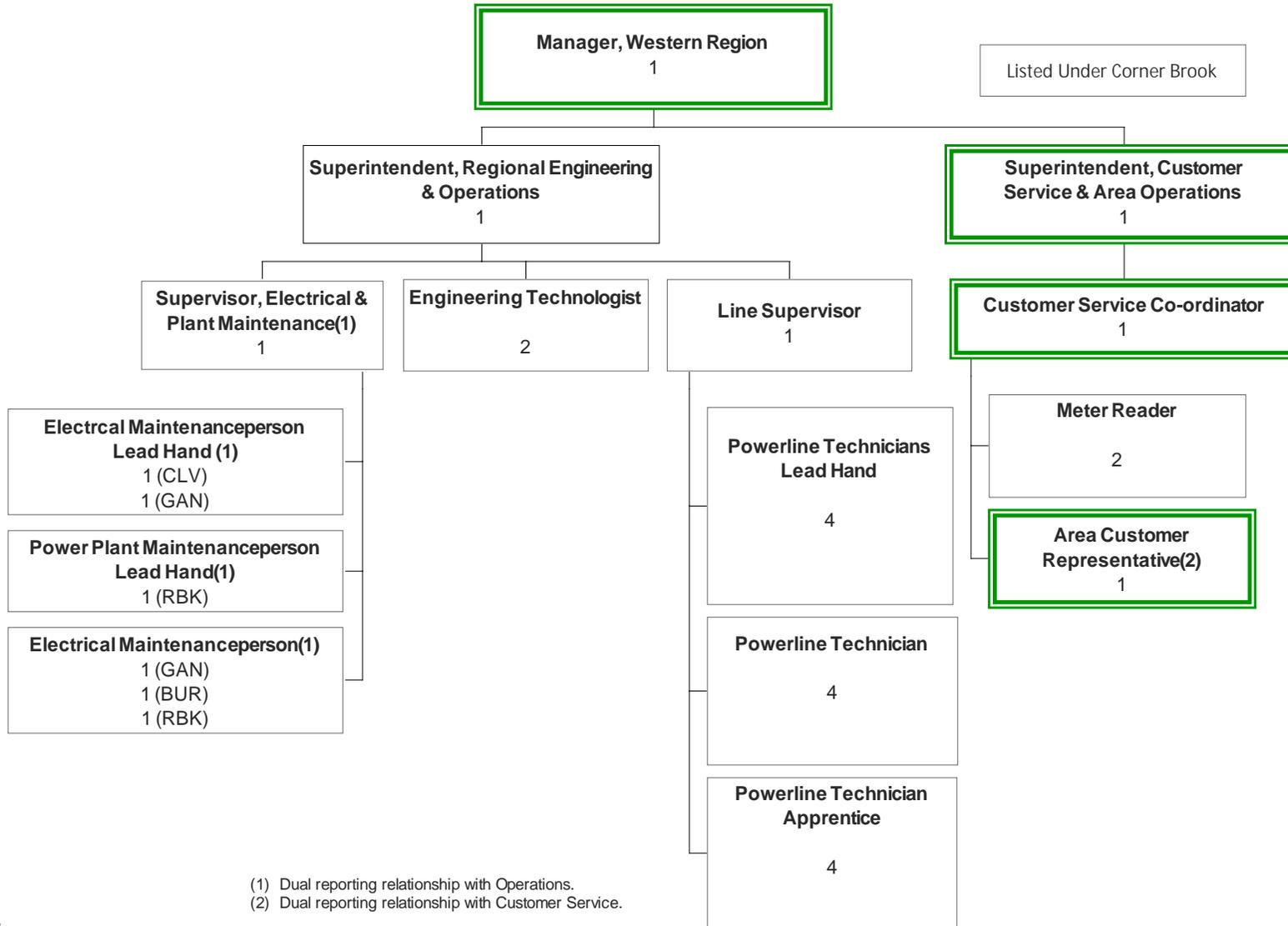
# NEWFOUNDLAND POWER INC. WESTERN REGION



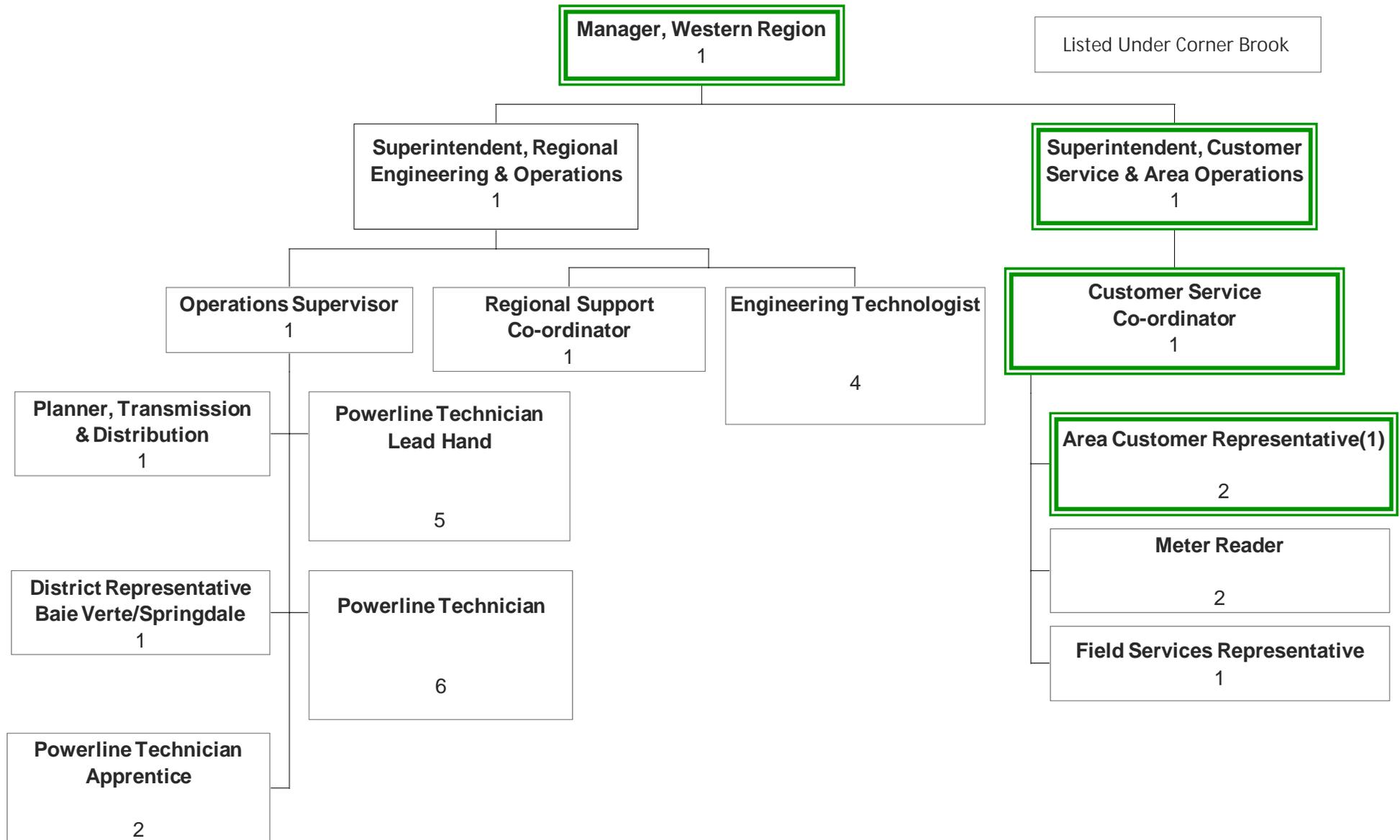
- (1) Dual reporting with Generation.
- (2) Dual reporting with St. John's Region.

# NEWFOUNDLAND POWER INC. WESTERN REGION

## REGIONAL OPERATIONS, GANDER

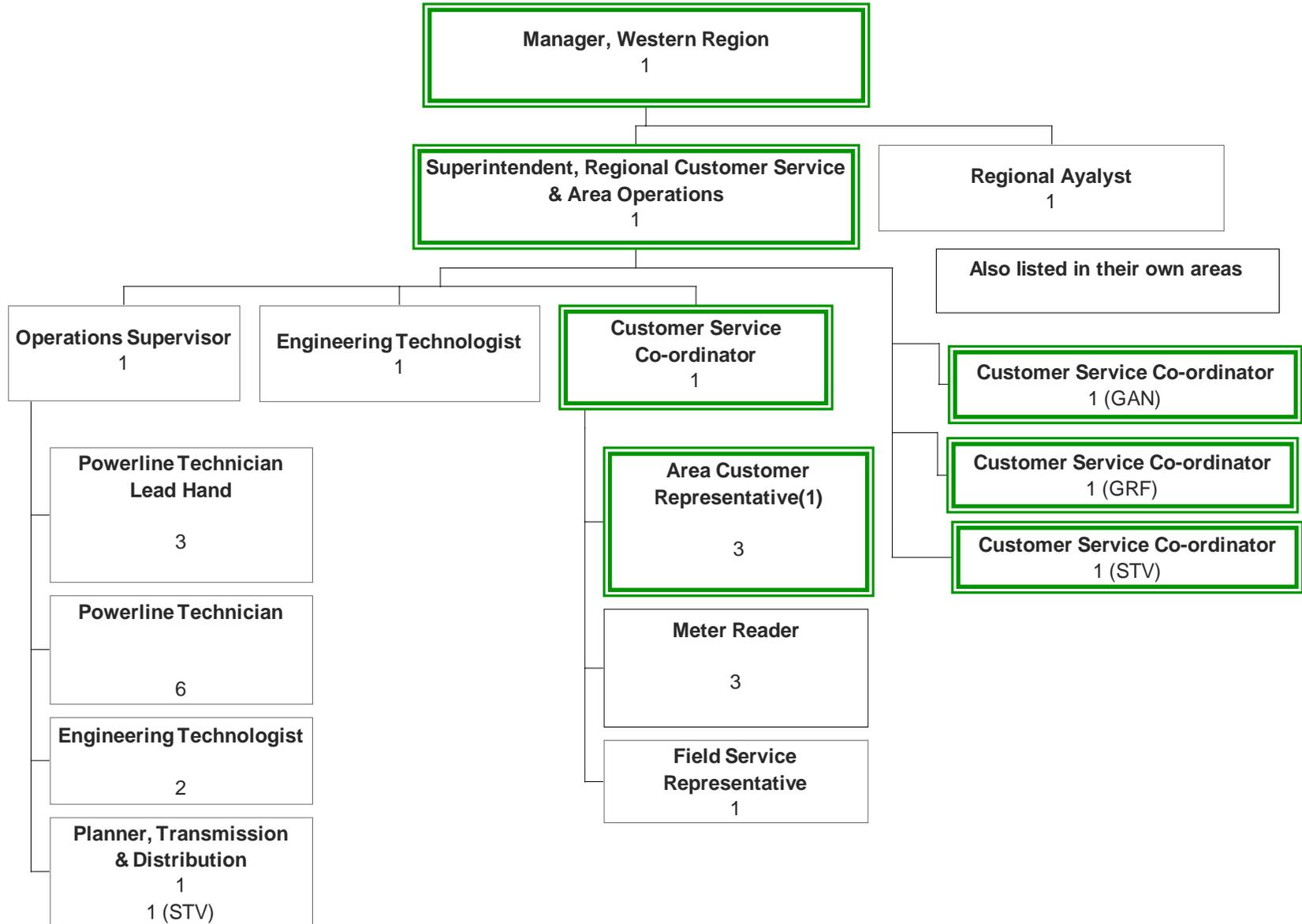


# NEWFOUNDLAND POWER INC. WESTERN REGION GRAND FALLS AREA



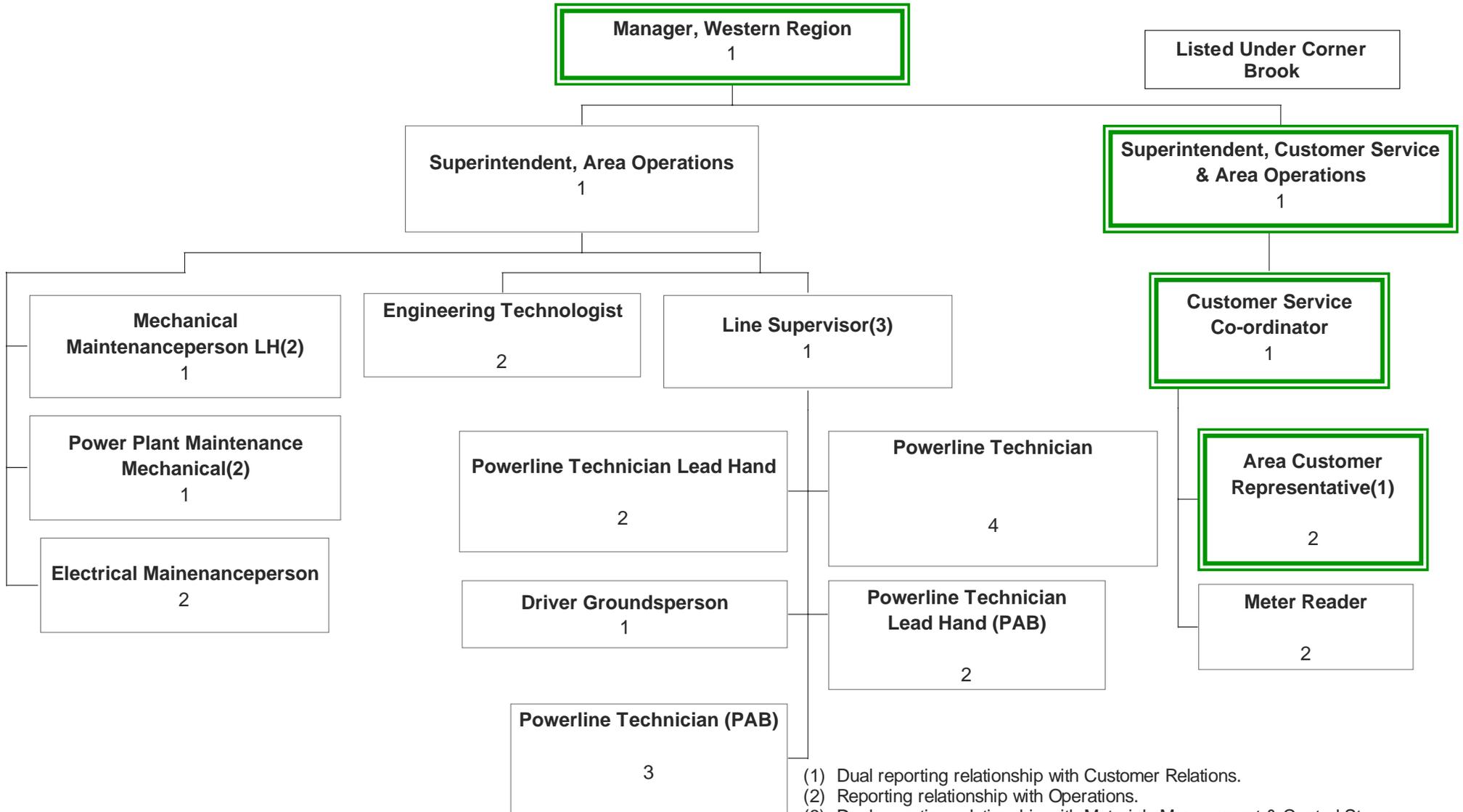
# NEWFOUNDLAND POWER INC. WESTERN REGION

## CORNER BROOK



# NEWFOUNDLAND POWER INC. WESTERN REGION

## STEPHENVILLE AREA



- (1) Dual reporting relationship with Customer Relations.
- (2) Reporting relationship with Operations.
- (3) Dual reporting relationship with Materials Management & Central Stores.

# NEWFOUNDLAND POWER INC. WESTERN REGION

## TRANSPORTATION

