

CENTRA GAS MANITOBA INC.
2019/20 GENERAL RATE APPLICATION

CORPORATE ORGANIZATIONAL STRUCTURE

Centra is integrated within the organizational structure of Manitoba Hydro. Manitoba Hydro's organizational structure consists of three Corporate Groups, three Operating Groups, the Office of the General Counsel & Corporate Secretary, and the Office of the President & Chief Executive Officer. A description of the role of each group and office is provided below. A diagram of Manitoba Hydro's Organizational structure is provided in Figure 1 of this Appendix.

Office of the President & Chief Executive Officer

The President & Chief Executive Officer provides strategic leadership and operating oversight to ensure Manitoba Hydro and Centra meets Manitoba's electric and natural gas needs while contributing positively to the socio-economic fabric of the Province. In carrying out these accountabilities, the President & CEO reports to the Manitoba Hydro-Electric Board (appointed by Lieutenant Governor in Council of Manitoba), and works collaboratively with the office of the Minister of Crown Services.

Office of the General Counsel & Corporate Secretary

The Office of the General Counsel & Corporate Secretary consists of the Legal Services Division and the Ethics and Compliance Office, and provides legal and related services for the corporation.

Indigenous Relations Corporate Group

The Indigenous Relations Corporate Group is responsible for management of internal and external matters related to building and strengthening relationships with Indigenous communities. This includes addressing historical issues and leading the implementation of the partnerships for the Keeyask and Wuskwatim generating stations. The Corporate Group consists of the Community Relations North Division, Community Relations South Division and the Policy and Strategic Initiatives Department.

1 Finance & Strategy Corporate Group

2 The Finance & Strategy Corporate Group promotes fiscal responsibility throughout the
3 corporation and provides professional services for both internal electric and gas operations
4 and external stakeholders. This Corporate Group provides a number of services including
5 management and financial accounting, budgeting and financial forecasting, controllership,
6 development of rates and management of regulatory affairs, financial market, debt and
7 investment, cash management, internal audit, and corporate banking services. The
8 Corporate Group is responsible for corporate risk management, recommending and
9 monitoring the corporation's financial targets, external financial reporting, and supporting
10 and providing policy guidance to other Corporate/Operating Groups, and subsidiaries of the
11 corporation. The Corporate Group is also responsible for providing services and expertise
12 that support corporate level strategic decisions and processes spanning across all
13 Corporate/Operating Groups. The Corporate Group consists of the Corporate Controller
14 Division, the Rates & Regulatory Affairs Division, the Treasury Department, the Internal
15 Audit Division, and the Strategic Business Integration Division.

16

17 Generation & Wholesale Operating Group

18 The Generation & Wholesale Operating Group provides for the current and future
19 supply of electricity to Manitobans, as well as marketing and selling electricity to export
20 customers in both Canada and the U.S. This Operating Group plans, designs, operates
21 and maintains 15 hydraulic generating stations, two thermal generating stations, and
22 a number of water control structures. Generation & Wholesale is also responsible for
23 optimizing the use of its facilities within the interconnected, international electricity market
24 to achieve the lowest reasonable cost to Manitoba electricity customers, while giving
25 due regard to the environment, safety, and reliability. The Operating Group consists of
26 the Generation North Division, the Generation South Division, the Generation Asset
27 Management Division, the Wholesale Power & Operations Division, the Power Planning
28 Division, the Project Services Division, and the Keyask Project Division.

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30 Transmission Operating Group

31 The Transmission Operating Group plans, designs, constructs, operates, and maintains
32 transmission facilities throughout the province and provides licensing and environmental
33 assessment services, and detailed system planning analysis. In addition, the Operating
34 Group is responsible for HVDC systems, and for the installation and maintenance of

1 electrical apparatus in stations. Moreover, the Operating Group is responsible for real-time
2 operation and reliability of the power grid and provides transmission services to third party
3 open-access transmission customers. The Operating Group consists of the Transmission
4 System Operations Division, the Transmission Planning & Design Division, the Transmission
5 Construction & Line Maintenance Division, the Transmission Stations Operations &
6 Maintenance Division, and the Bipole III Converter Stations Division.

7
8 Marketing & Customer Service Operating Group

9 The Marketing & Customer Service Operating Group provides Manitoba customers with
10 safe, reliable and economical energy products and services through the engineering,
11 construction, operation, maintenance and emergency response for Manitoba Hydro's
12 natural gas (including SCADA control) and electrical distribution network. The direct
13 customer services provided by the Operating Group include trouble/emergency call
14 response and service restoration, residential electrical and gas appliance inspections, meter
15 exchanges, new service extension consultations, as well as design and construction through
16 the Customer Service Centres across the province. The Operating Group undertakes
17 planning studies for the long-term electric and natural gas plant capacity to accommodate
18 customer load growth and to ensure service continuity. Moreover, the Operating Group
19 maintains the distribution system through preventative maintenance, asset replacements,
20 system upgrades and vegetation management.

21
22 In addition, the Operating Group provides key customer relationship management
23 functions to meet the needs of customers within Manitoba, manages the corporation's
24 Demand Side Management opportunities, and secures the natural gas needs of
25 Manitoba Hydro's natural gas customers from western Canada and the United States. This
26 Operating Group is also responsible for a number of customer service and engagement
27 functions such as energy forecasting, responding to customer calls, billing, meter reading,
28 commercial electrical inspections, collections, new service extensions, natural gas
29 expansion, and economic development and partaking in regulatory activities in sourcing
30 natural gas supplies for Manitoba customers. The Operating Group consists of the
31 Engineering & Construction Division, the Rural Customer Service Operations Division, the
32 Winnipeg Customer Service Operations Division, the Marketing & Sales Division, and the
33 Customer Care Division.

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1 Human Resources & Corporate Services Corporate Group

2 The Human Resources & Corporate Services Corporate Group provides services in the areas
3 of human resources, information technology (“IT”), workplace safety and health,
4 environmental management, major capital project human resource and labour support,
5 procurement, supply chain, property, fleet, physical and cyber security. In addition, the
6 Corporate Group is responsible for external communications with the public, media, and
7 other stakeholders, as well as providing communications, marketing, issues management,
8 community investment oversight and public engagement guidance and support to all
9 Corporate and Operating groups within Manitoba Hydro. The Corporate Group consists of
10 the Human Resource & Workplace Safety & Health Division, the Corporate Services Division,
11 the Information Technology Services Division, the Corporate Communications Division, and
12 Manitoba Hydro International Ltd.



**ORGANIZATION STRUCTURE
EXECUTIVE AND SENIOR MANAGEMENT**

As of November 30, 2018

