

Green Mountain Power

Capital Planning Framework

Information Technology

The objective of the Information Technology capital planning process is to create both a roadmap for the deployment of technology-based solutions that serve and benefit the Company's customers, as well as to address and respond to the technical needs of the Company's internal business and operational units through the implementation of hardware, software, and service-based IT solutions.

The IT capital planning process identifies capital projects that deliver value to our customers in several ways:

- Customer Service Improvements
- Operational Improvements
- Capacity Improvements
- Security Improvements

Customer Service Improvements: Projects that improve the customer experience by providing web, smart-phone and application-based services and solutions that improve or enhance the billing process, provide greater access and control via the web, phone and mobile platforms, and provide deeper insight into electricity usage and outage information.

Operational Improvements: Projects that create operational efficiencies through the automation or streamlining of business processes as well as the elimination or reduction of manually performed work. These projects span all operating areas of the organization from back-office functions to field-based grid communications to customer-facing service delivery.

Capacity Improvements: Projects required to meet the evolving, digital needs of our customers and our operations. As our business has digitized and automated the majority of its operating activities, the growth of data, networks, and infrastructure internally, externally in field, plant, and substation locations, as well as in the cloud has grown substantially. Maintaining these systems' capacity and performance is essential to delivering operational reliability to our customers.

Security Improvements: Projects that enhance the physical and logical security of the company's physical, logical, and grid assets, as well as the integrity, confidentiality, and privacy of customer data.

New Technologies: periodically, GMP will invest in new technologies that offer a different, often improved value proposition over an existing technology. While these projects will

typically fall underneath one of the prior four categories as well, at times we may pursue a new technology project for the learning and experience it provides to inform our future planning.