

1 **Q. Page 4-30: It is stated that the near-term risks associated with power supply**
2 **reliability appears to be increased since Newfoundland Power's last rate case in**
3 **2012. What consideration has Newfoundland Power given to this increased power**
4 **supply risk?**

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6 A. Since Newfoundland Power's last rate case, the Company has taken specific steps to
7 improve its emergency preparedness to respond more effectively to increased power
8 supply risk. These steps have focussed on improving the resilience of Newfoundland
9 Power's electrical system and include additional feeder automation, switching and
10 reclosing facilities on the electrical system. These steps are outlined in the *Company*
11 *Evidence, Section 3: Operations 3.4 Emergency Preparedness*, at page 3-21, *et. seq.*
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13 In addition, since Newfoundland Power's last rate case, the Company has taken specific
14 steps to improve its outage communication capabilities with its customers. These steps
15 have included upgrades to the Company website, implementation of a SMS notification
16 system for power system outages, improvements to enable better high-volume call
17 answering in outage situations and adoption of a joint advanced notification protocol for
18 customer notifications when wholesale supply shortages appear imminent. These steps
19 are outlined in the *Company Evidence, Section 2: Customers*, page 2-4, *et. seq.* and
20 footnote 26.
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22 Please refer to the responses to Requests for Information PUB-NP-013 and PUB-NP-014.