

1 Q. **Re: NLH Evidence, Section 2, page 2.48, section 2.6.3**

2 Please describe NLH's role in the operation and management of the diesel  
3 generating plant and distribution system in the Isolated Communities in Labrador  
4 and on the Island.

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7 A. Hydro's role in the operation and management of the diesel generating plant and  
8 distribution systems in the isolated communities in Labrador and on the Island  
9 includes all aspects of delivering safe, least cost, reliable power to its customers.  
10 Hydro has organized its staff in functional areas with a focus on asset management  
11 as described below:

12 a. Operation and Work Execution - This aspect manages the day-to-day  
13 operations and maintenance of each of the generating plants and  
14 distribution systems, providing a safe environment for employees and the  
15 general public, while delivering safe, least cost, reliable power to customers.  
16 This group is responsible for the management of the field staff and the  
17 associated budgets and also provides local customer contact through the  
18 Diesel System Representative (DSR) located in each community. DSRs  
19 provide response to customer interruptions and customer requests such as;  
20 account enquires, service requests and outage reporting.

21 b. Short-Term Planning and Work Scheduling - This aspect provides annual  
22 work planning on a weekly scheduled basis, which is completed by Work  
23 Execution.

24 c. Long-Term Asset Planning - This aspect is responsible for developing long-  
25 term plans, both operating and capital, developing and updating the  
26 maintenance program as required, managing critical spares, and providing  
27 regional technical services.

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- 1 d. Support Services - This aspect covers the administration function required to  
2 operate and manage regional offices, which support the isolated  
3 communities in Labrador and on the Island.
- 4 e. Customer Services - This department leads Hydro's customer service  
5 responsibilities for Rural customers. The specific responsibilities of the  
6 Customer Service department include:
- 7 i. Communication with Rural customers relating to account enquiries,  
8 service requests and outage reporting;
- 9 ii. Contribution in Aid of Construction (CIAC) calculations;
- 10 iii. Assessment and response for Rural customer damage claims;
- 11 iv. Meter reading, billing and collections; and
- 12 v. Leading energy efficiency efforts.
- 13 f. Project Execution and Technical Service - This section provides the  
14 engineering services to support asset management, including the technical  
15 needs of the business. This group also manages and performs design,  
16 planning and delivery for both operating and capital projects, from concept  
17 to final implementation and close-out.
- 18 g. System Planning - This functional group is responsible for planning all new  
19 generation and distribution facilities required to address the forecast growth  
20 in power and energy requirements. This group also prepares fuel price  
21 projections for use in planning and budgeting and also provides operational  
22 support such as system studies, recommendations on system design  
23 capability and other technical matters.
- 24 h. Human Resources - This functional area supports the areas of safety,  
25 recruitment, training, labour relations and payroll for the employees  
26 working in the isolated communities in Labrador and on the Island.

- 1           i. Inventory Control and Purchasing - This functional area manages the  
2           purchasing and inventory control for material used to operate and maintain  
3           the diesel plant and distribution facilities in Labrador and on the Island.

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5           It is important to note the exception to the above is Hydro's role in Natuashish.  
6           Hydro's main function in Natuashish is to operate and maintain the diesel plant and  
7           distribution facilities on behalf of the Mushuau Innu First Nation (MIFN) on a full  
8           cost recovery basis.