

IN THE MATTER OF the *Public Utilities Act*, RSNL 1990, Chapter P-47 (the Act); and

IN THE MATTER OF capital expenditures And rate base of Newfoundland Power Inc.; and

IN THE MATTER OF an application by Newfoundland Power Inc. for an order pursuant To Sections 41 and 78 of the Act;

- (a) approving a 2013 Capital Budget of \$80,788,000;
- (b) approving certain capital expenditures related to multi-year projects commencing in 2013; and
- (c) fixing and determining a 2011 rate base of \$876,356,000.

Requests for Information by the Consumer Advocate

CA-NP-01 to CA-NP-80

July 20, 2012

- 1 CA-NP-01 *Re: Hydro Plant Production Increase, Schedule B, Pages 4, 5 and 6 of 93*
2 Newfoundland Power outlines at pages 4 and 5 the costs of the new runners for
3 New Chelsea (\$653,000.00) and Pittmans Pond (\$475,000.00). Newfoundland
4 Power also outlines the efficiency increases for both. New Chelsea is forecast
5 to have a best efficiency increase of 6% and a maximum load efficiency of 2%
6 compared to Pittmans at 16% and 18% respectively. Does Newfoundland
7 Power have an efficiency increase it considers to be justifiable when proposing
8 these projects? Is there an industry standard and if so, what is it?
9
- 10 CA-NP-02 *Re: Hydro Plant Production Increase, Schedule B, Pages 4, 5 and 6 of 93*
11 Why does Newfoundland Power use different durations for the New Chelsea and
12 Pittmans Pond projects as regards to estimating the levelized cost of energy (50
13 years and 25 years respectively)?
14

- 1 CA-NP-03 *Re: Hydro Plant Production Increase, Schedule B, Pages 4, 5 and 6 of 93*
2 The efficiency analysis for Pittmans Pond was completed by Hatch in 1997.
3 Have there been any updates to this analysis? Please provide a copy of the
4 analysis if not already provided and any updates.
5
- 6 CA-NP-04 *Re: Extensions, Schedule B, Pages 33 and 34 of 93*
7 Please provide the economic projections relied on by Newfoundland Power.
8
- 9 CA-NP-05 *Re: Extensions, Schedule B, Pages 33 and 34 of 93*
10 Please provide a breakdown of new customers from 2008 to 2011 by region?
11
- 12 CA-NP-06 *Re: Meters, Schedule B, Pages 35, 36 and 37 of 93*
13 Please provide an amended Table 3 to include the unit cost projection for the
14 years 2013 to 2017, incorporating the proposed new meter strategy outlined in
15 the report at Tab 4.3.
16
- 17 CA-NP-07 *Re: Standby and Emergency Power – Duffy Place, Schedule B, Pages 67 and*
18 *68 of 93*
19 How long has the UPS system(s) been in place at other Customer Contact
20 Centres outside of the St. John’s Region?
21
- 22 CA-NP-08 *Re: Purchase Vehicles and Aerial Devices, Schedule B, Pages 70, 71 and 72*
23 *of 93*
24 Please provide a listing of all makes, models, year and kilometers for all vehicles
25 Newfoundland Power is seeking to replace in 2013.
26
- 27 CA-NP-09 *Re: Personal Computer Infrastructure, Schedule B, Pages 83, 84 and 85 of*
28 *93*
29 Newfoundland Power states that it is currently able to achieve a 5 year life cycle
30 for its PCs. Is there an industry practice for the replacement of PCs and if so,
31 what is the industry practice?
32
- 33 CA-NP-10 *Re: Personal Computer Infrastructure, Schedule B, Pages 83, 84 and 85 of*
34 *93*

1 Please provide the year of purchase for the printers and other associated
2 equipment Newfoundland Power intends to replace.

3
4 CA-NP-11 *Re: Personal Computer Infrastructure, Schedule B, Pages 83, 84 and 85 of*
5 *93*

6 Please provide the rationale for concluding that both PCs and printers need to be
7 replaced at the same time.

8
9 CA-NP-12 *Re: Network Infrastructure, Schedule B, Pages 88 and 89 of 93*

10 Newfoundland Power states that "...the equipment which facilitates
11 communication between the Company's shared servers and related
12 application..." is eight (8) years old and requires replacing. What is the industry
13 standard for replacing such equipment?

14
15 CA-NP-13 *Re: Network Infrastructure, Schedule B, Pages 88 and 89 of 93*

16 Please provide a listing of all Network Infrastructure break downs, the down time,
17 cause, and whether any information was lost over the last five (5) years.

18
19 CA-NP-14 *Re: 2012 Capital Expenditure Status Report, Appendix A, Page 1 of 6*

20 Please provide the confirmation received from DFO for extending the
21 implementation plan.

22
23 CA-NP-15 *Re: 2012 Capital Expenditure Status Report, Appendix A, Page 2 of 6*

24 Please provide the locations of the substation switches which require
25 replacement after the December 2011 thermo scanning.

26
27 CA-NP-16 *Re: 2012 Capital Expenditure Status Report, Appendix A, Page 5 of 6*

28 What is the progress of Newfoundland Powers re-evaluation of its Fibre Optic
29 Replacement requirements?

30
31 CA-NP-17 *Re: Tab 1.1 - 2013 Facility Rehabilitation*

32 What are the guidelines established by the Canadian Dam Association? Please
33 provide the applicable sections.

34

- 1 CA-NP-18 *Re: Tab 1.1 - 2013 Facility Rehabilitation*
2 How often does Newfoundland Power undertake dam safety inspections?
3
- 4 CA-NP-19 *Re: Tab 1.1 - 2013 Facility Rehabilitation – Three Island Spillway*
5 When did Newfoundland Power first become aware of the issues surrounding the
6 Three Island Pond Spillway?
7
- 8 CA-NP-20 *Re: Tab 1.1 - 2013 Facility Rehabilitation – Cochrane Pond Outlet*
9 Are there any warning signs or markers located at the Cochrane Pond Outlet?
10
- 11 CA-NP-21 *Re: Tab 1.1 - 2013 Facility Rehabilitation – Soldiers Pond Outlet*
12 When were the lower sections of the gabion wing walls installed and what
13 maintenance has been carried out on these over the past 5 years?
14
- 15 CA-NP-22 *Re: Tab 1.1 - 2013 Facility Rehabilitation – Soldiers Pond Outlet*
16 At p. 5 of the report at Tab 1.1, it states that “The wing walls do not have safety
17 railings as they cannot be accommodated with the existing design. A more
18 robust wing wall design that incorporates appropriate safety measures is
19 required.” Figure 12 shows that access to the wing walls is already blocked off
20 by fencing at the top of the structure. Is there a safety code provision or other
21 legislative or regulatory provision that would require further railings along the
22 wing walls?
23
- 24 CA-NP-23 *Re: Tab 1.1 - 2013 Facility Rehabilitation – Soldiers Pond Outlet*
25 What would be the cost of only shoring up the gabion baskets to address the
26 perceived corrosion issues and leaving aside the installation of a “more robust
27 wing wall design that incorporates appropriate safety measures. . .” as described
28 by Newfoundland Power at p. 5 of the report.
29
- 30 CA-NP-24 *Re: Tab 1.2 - Hearts Content Plant Penstock Refurbishment*
31 Does the proposed budget for this project include the other civil works, such as
32 the construction of an access road, outlined by Newfoundland Power (pg. 3)?
33
- 34 CA-NP-25 *Re: Tab 1.2 - Hearts Content Plant Penstock Refurbishment*

1 Are the other civil works included under section 6.0?
2

3 CA-NP-26 *Re: Tab 1.2 - Hearts Content Plant Penstock Refurbishment*
4 If the other civil work required for this project is not included, does Newfoundland
5 Power have an estimate as to the cost of same?
6

7 CA-NP-27 *Re: Tab 1.3 - New Chelsea Hydro Plant Runner Replacement and Rewind*
8 Please provide a copy of the Hatch 2001 Study referred to by Newfoundland
9 Power.
10

11 CA-NP-28 *Re: Tab 1.3 - New Chelsea Hydro Plant Runner Replacement and Rewind*
12 Has there been an update to the Hatch Report?
13

14 CA-NP-29 *Re: Tab 1.3 - New Chelsea Hydro Plant Runner Replacement and Rewind*
15 What is the peak load for the generator?
16

17 CA-NP-30 *Re: Tab 1.3 - New Chelsea Hydro Plant Runner Replacement and Rewind*
18 Will the anticipated increase as a result of replacing the existing turbine still be
19 within the limits for the generator?
20

21 CA-NP-31 *Re: Tab 1.4 - Pitmans Pond Hydro Plant Replacement – Gate Positioner*
22 Please provide any maintenance logs on the Gate Positioner.
23

24 CA-NP-32 *Re: Tab 1.4 - Pitmans Pond Hydro Plant Replacement – Gate Positioner*
25 Currently, are there any mechanical issues with the Gate Positioner?
26

27 CA-NP-33 *Re: Tab 1.4 - Pitmans Pond Hydro Plant Replacement – Gate Positioner*
28 How long has the Gate Positioner been considered obsolete? When did the
29 manufacturer cease supporting the Gate Positioner?
30

31 CA-NP-34 *Re: Tab 1.4 - Pitmans Pond Hydro Plant Replacement – Protective Relaying*
32 Newfoundland Power outlines that the existing protective relaying situate at
33 Pitmans Pond lacks (3) elements of the minimum protection set. How long have
34 these elements been missing?

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CA-NP-35 *Re: Tab 1.4 - Pitmans Pond Hydro Plant Replacement - Turbine*

How long has the turbine seal at Pitmans Pond been leaking?

CA-NP-36 *Re: Tab 1.4 - Pitmans Pond Hydro Plant Replacement – Overhead Crane*

What is the difficulty with one (1) person operating the overhead crane? How often is one (1) person required to do so?

CA-NP-37 *Re: Tab 1.4 - Pitmans Pond Hydro Plant Replacement – Overhead Crane*

Please provide all documented complaints received from employees over the last five (5) relating to the overhead crane at Pitmans Pond.

CA-NP-38 *Re: Tab 1.4 - Pitmans Pond Hydro Plant Replacement – Overhead Crane*

Please provide the monthly usage of the overhead crane at Pitmans Pond for the last two (2) years.

CA-NP-39 *Re: Tab 1.4 - Pitmans Pond Hydro Plant Replacement – Overhead Crane*

What is the actual cost of the overhead crane upgrade in the overall plant refurbishment?

CA-NP-40 *Re: Tab 2.1 - 2013 Substation Refurbishment and Modernization – Substation Monitoring and Operations*

Reference p. 15 of the report at Tab 2.1, in which facilities will the upgrading of the hubs be taking place?

CA-NP-41 *Re: Tab 2.1 - 2013 Substation Refurbishment and Modernization – Substation Monitoring and Operations*

Reference p. 16 of the report at Tab 2.1, where it states, “This item involves installing meters and communications equipment at 13 Hydro infeed locations to collect these data points on the Company’s SCADA system. These additional data points will provide Newfoundland Power with a more accurate measurement of the total instantaneous system load.” Are these infeed locations already monitored through meters connected to the company’s SCADA system? If so, what standard of accuracy is the company employing in its determination that

1 more accuracy is necessary?

2
3 CA-NP-42 *Re: Tab 2.1 - 2013 Substation Refurbishment and Modernization –*
4 *Substation Monitoring and Operations*

5 Please provide a more detailed breakdown of the \$432,000 budgeted for
6 Substation Monitoring and Operations.

7
8 CA-NP-43 *Re: Tab 2.1 - 2013 Substation Refurbishment and Modernization – Portable*
9 *Substation P4*

10 How many failures, and over what time period, have occurred to the alarm
11 annunciation panel for the portable substation P4?

12
13 CA-NP-44 *Re: Tab 2.1 - 2013 Substation Refurbishment and Modernization –*
14 *Stephenville Gas Turbine*

15 Newfoundland Power outlines that for the Stephenville Gas Turbine Substation
16 the ground grid will be extended. How large is the ground grid currently? What
17 is the industry practice?

18
19 CA-NP-45 *Re: Tab 4.2 - Feeder Additions for Load Growth – Relocate SJM-07*

20 Has Newfoundland Power ever had any issues with duct banks failing over the
21 last ten (10) years? If so, please provide details of same.

22
23 CA-NP-46 *Re: Tab 4.3 - 2013 Metering Strategy*

24 At p. 2, footnote 2, it states that on average 345 meters can be read in one route
25 and it notes that the number of actual meters in a route may vary. Does the
26 company have predominately AMR meter routes where the meters read per
27 route are presently equal to or greater than the 611 forecasted for 2017 in Table
28 6 (at p. 8).

29
30 CA-NP-47 *Re: Tab 4.3 - 2013 Metering Strategy*

31 What is the average life for a new AMR and a new non-AMR meter?

32
33 CA-NP-48 *Re: Tab 4.3 - 2013 Metering Strategy*

34 Are AMR meters more accurate than non-AMR meters?

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CA-NP-49 *Re: Tab 4.3 - 2013 Metering Strategy*
At p. 5, Newfoundland Power explains that it has developed a transition strategy for compliance with the new legislation. The company states that it must be compliant for electromechanical meters by January 2014. Please explain how the company will be considered compliant with the new legislation by January 2014 by reason of the adoption of its strategy.

CA-NP-50 *Re: Tab 4.3 - 2013 Metering Strategy*
Please explain how compliance with the new changes in legislation differs depending upon whether the company elects to use AMR vs. non-AMR meters for all of its future meter needs.

CA-NP-51 *Re: Tab 4.4 - Rebuild Distribution Lines Update*
Please provide details of Newfoundland Power’s preventative maintenance program referred to at page 2.

CA-NP-52 *Re: Tab 4.4 - Rebuild Distribution Lines Update – Stainless Steel Pole Mounted Transformer Hanging Brackets*
Newfoundland Power outlines it had discussions with the manufacturer of the hanging brackets. Please provide all written correspondence between Newfoundland Power and the manufacturer regarding the hanging brackets.

CA-NP-53 *Re: Tab 4.4 - Rebuild Distribution Lines Update - Stainless Steel Pole Mounted Transformer Hanging Brackets*
What type of bracket is being used as a replacement? When and by whom were these brackets tested and under what conditions?

CA-NP-54 *Re: Tab 5.1 - 2013 Company Building Renovations*
At p. 2 of the report at Tab 5.1, 5 items are identified as regards the scope of work to be completed in 2013. What is the breakdown of the costs of the 5 items?

CA-NP-55 *Re: Tab 5.1 - 2013 Company Building Renovations*

1 As regards the plan to replace the exterior metal siding and metal roofing on the
2 warehouse, while the photos at figures 5 to 7 depict some evidence of corrosion
3 on the roof, exterior siding and eave, these appear to be surface corrosion issues
4 and the report does not refer to any leak issues in respect of these areas. Does
5 Newfoundland Power have any evidence that the warehouse siding and roof are
6 so compromised as to require complete replacement as opposed to re-painting
7 or other repair?

8
9 CA-NP-56 *Re: Tab 5.1, Company Building Renovations*

10 Why has mildew been allowed to build up on the warehouse's exterior siding as
11 shown on Figure 7? Does anyone have responsibility for removal of such
12 mildew at the warehouse facility?

13
14 CA-NP-57 *Re: Tab 5.1 - 2013 Company Building Renovations*

15 For the Carbonear location, please provide the cause of the three (3) floods over
16 the last decade. Is Hurricane Igor included in the three (3) floods referred to?

17
18 CA-NP-58 *Re: Tab 5.1 - 2013 Company Building Renovations*

19 Has Newfoundland Power confirmed that there is water ingress behind the brick
20 at the Carbonear location? Please provide same.

21
22 CA-NP-59 *Re: Tab 5.1 - 2013 Company Building Renovations*

23 What is the square footage of the area which requires carpet replacement?

24
25 CA-NP-60 *Re: Tab 5.1 - 2013 Company Building Renovations*

26 How much money is budgeted for the refurbishment of all 8 washrooms of the
27 Kenmount Road Building?

28
29 CA-NP-61 *Re: Tab 5.1 - 2013 Company Building Renovations*

30 As regards Figures 7, 8, 9 and 10, showing the "Typical Bathroom Finishings"
31 and "Typical Bathroom Fixtures", it is not evident what the problem is with these
32 washroom facilities. Please explain what Newfoundland Power intended to
33 convey by providing photos of its bathroom facilities.

34

- 1 CA-NP-62 *Re: Tab 5.1 - 2013 Company Building Renovations*
2 Please provide all maintenance records and expenditures for the past 3 years in
3 relation to the washroom facilities.
4
- 5 CA-NP-63 *Re: Tab 5.1 - 2013 Company Building Renovations*
6 Please provide details of the current security infrastructure currently in place.
7
- 8 CA-NP-64 *Re: Tab 6.1 - Mobile Radio System Replacement*
9 How does a trunked system determine priorities between various user groups?
10
- 11 CA-NP-65 *Re: Tab 6.1 - Mobile Radio System Replacement*
12 Please provide a copy of Newfoundland Power's report which was presented in
13 response to Information PUB-22-NP, Attachment A of the NLH 2005 Capital
14 Budget Application (referred to at p. 1 of Report 6.1 to Newfoundland Power's
15 2013 Capital Budget Application)
16
- 17 CA-NP-66 *Re: Tab 6.1 - Mobile Radio System Replacement*
18 What information does Newfoundland Power have as regards Newfoundland and
19 Labrador Hydro's experience and level of satisfaction with the Bell Mobility
20 trunked radio system which Newfoundland Power has proposed moving to?
21
- 22 CA-NP-67 *Re: Tab 6.1 - Mobile Radio System Replacement*
23 At p. 6 of the report at Tab 6.1, footnote 19, it references the fact that
24 decommissioning costs have not been included in alternative 2 (i.e. moving to
25 Bell trunked radio system). Does the company have an order of magnitude of
26 these costs and, if so, can it indicate how the company's net present value
27 analysis is impacted by this consideration?
28
- 29 CA-NP-68 *Re: Tab 7.1 - 2013 Application Enhancements – Customer Service Systems*
30 *Enhancements*
31 Does Newfoundland Power foresee costs with training employees with the
32 proposed Customer Service Systems Enhancements? Are there associated
33 costs with updates, etc.?
34

1 CA-NP-69 *Re: Tab 7.1 - 2013 Application Enhancements – Customer Call-back*
2 *Technology*
3 Please provide records of all customer complaints received over the last two (2)
4 years which are based on the wait time experienced.

6 CA-NP-70 *Re: Tab 7.1 - 2013 Application Enhancements – Group Billing Enhancements*
7 What percentage of Newfoundland Power’s customers have multiple accounts?

9 CA-NP-71 *Re: Tab 7.1 - 2013 Application Enhancements – Group Billing Enhancements*
10 Please provide details as to the “...significant efforts on a daily basis to ensure
11 the changes are done properly and billing statements are acceptable to
12 customers.”

14 CA-NP-72 *Re: Tab 7.1 - 2013 Application Enhancements – Group Billing Enhancements*
15 At p. 8 of the report at Tab 7.1, it states, “In order to provide an acceptable level
16 of service to these customers, CCC representatives often manually revise bills to
17 meet customer needs.” What are the most common types of revisions referred
18 to?

20 CA-NP-73 *Re: Tab 7.1 - 2013 Application Enhancements – Group Billing Enhancements*
21 At p. 8 it states that “Group Billing options are currently offered to approximately
22 300 customers and 6,500 accounts.” The evidence at p. 8 states that “Group
23 Billing provides a consolidated electricity bill for customers with multiple accounts
24 and electronic data file containing billing details for each individual account
25 owned by the customer. With this information, customers can better manage
26 their electricity charges and payments.” What more is required in order to
27 provide an acceptable level of service to these customers and why is this not
28 already an acceptable level of service?

30 CA-NP-74 *Re: Tab 7.1 - 2013 Application Enhancements – Customer Service Internet*
31 *Enhancements*
32 What is the percentage of Newfoundland Power’s delinquent accounts over two
33 (2) months or more?

1 CA-NP-75 Re: Tab 7.1 - 2013 Application Enhancements – Customer Service Internet
2 Enhancements

3 What is the percentage of delinquent accounts of two (2) months or more
4 currently making payments on a regular basis?

5
6 CA-NP-76 Re: Tab 7.1 - 2013 Application Enhancements - Customer Service Internet
7 Enhancements

8 Since 2010 over 6,900 alternate payment arrangements have been made online.
9 How many alternate payment arrangements have been made by voice response
10 technology?

11
12 CA-NP-77 Re: Tab 7.1 - 2013 Application Enhancements – Customer Service Internet
13 Enhancements

14 Newfoundland Power estimates a cost of \$50,000.00 to improve the online
15 payment arrangement. Does this mean that the remaining \$222,000.00 sought
16 is solely for telephone self service?

17
18 CA-NP-78 Re: Tab 7.1 - 2013 System Upgrades – Asset Management System (Avantis)
19 Upgrade

20 How long has Newfoundland Power used the current version of Avantis and how
21 long does Newfoundland Power expect to use the version proposed to be
22 acquired in 2013?

23
24 CA-NP-79 Re: Tab 7.1 - 2013 System Upgrades – Asset Management System (Avantis)
25 Upgrade

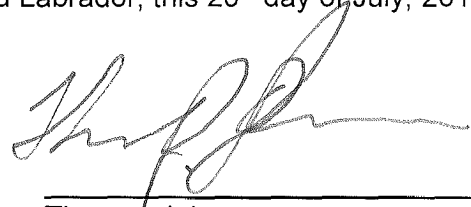
26 At p. 2 it states that, “The version currently used by the Company will no longer
27 be supported by the vendor after 2013.” Does this mean that the vendor will be
28 available to provide support during 2013? If so, why not delay the project for a
29 year?

30
31 CA-NP-80 Re: Tab 7.1 - 2013 System Upgrades – Asset Management System (Avantis)
32 Upgrade

33 Please provide confirmation from the vendor that the version currently used by
34 Newfoundland Power will no longer be supported by it after 2013.

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Dated at St. John's in the Province of Newfoundland and Labrador, this 20th day of July, 2012.



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