

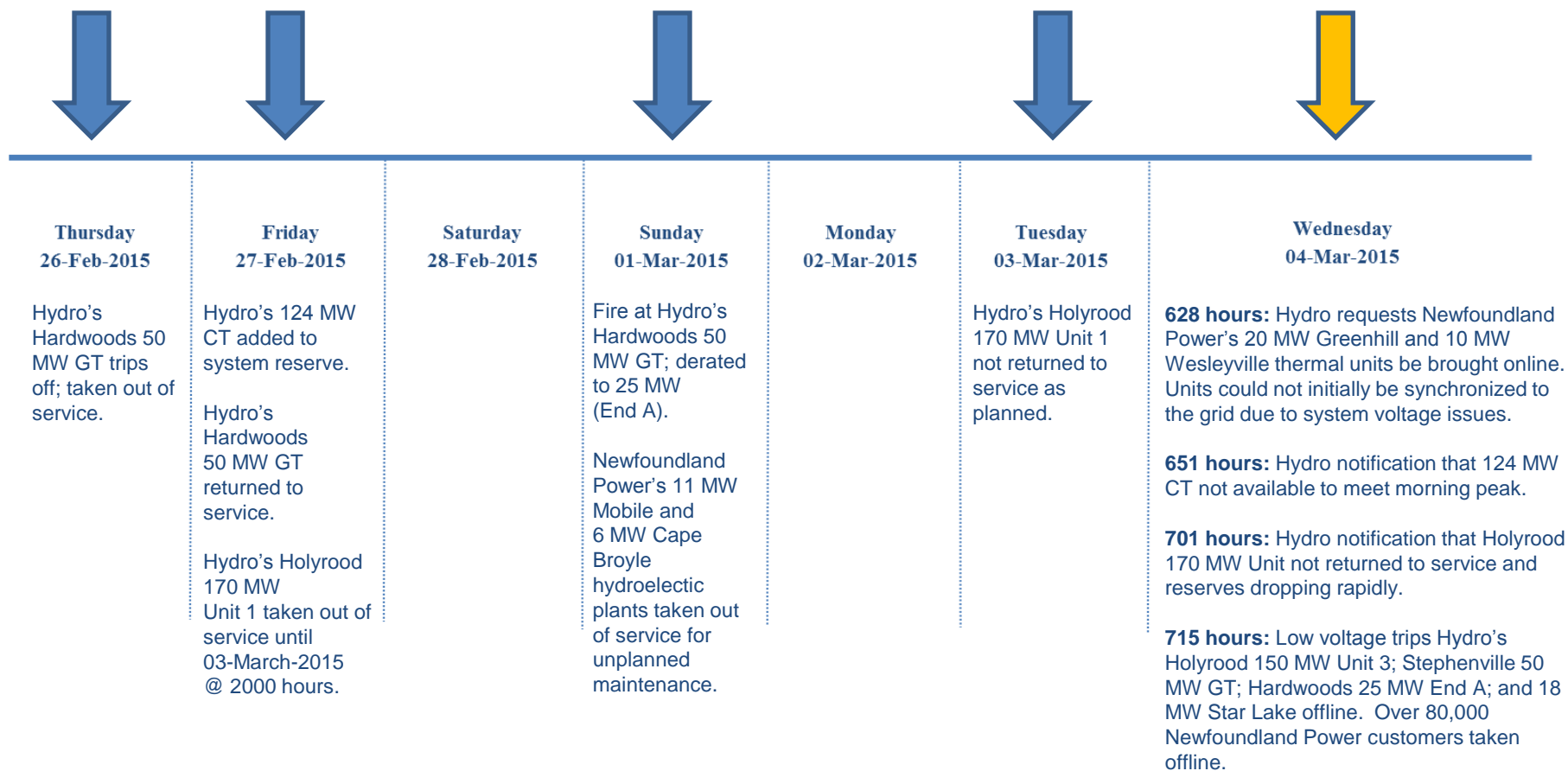
# Response to March 4<sup>th</sup>, 2015 Electrical System Events

Presentation to Board of Commissioners of  
Public Utilities

March 17, 2015

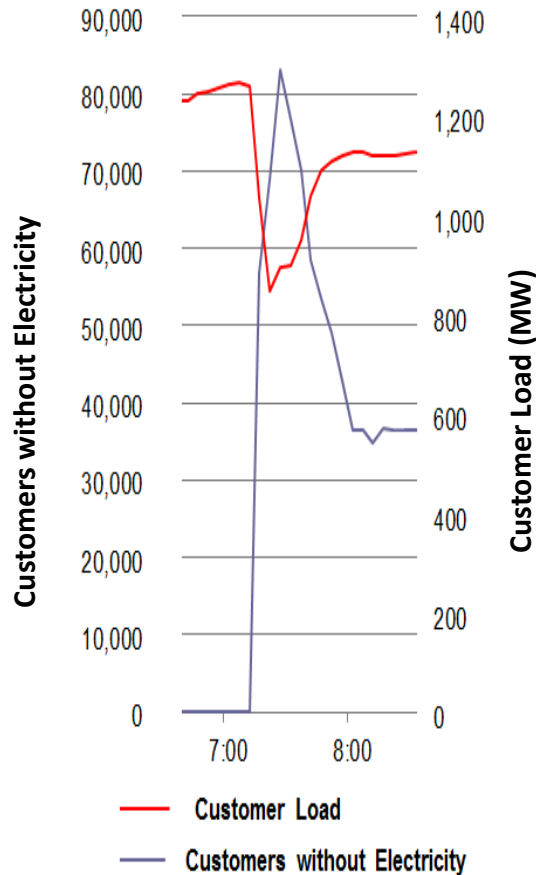
# Background

## Timeline: February 26 to 715hrs, March 4<sup>th</sup>, 2015



# Critical Period: Operations

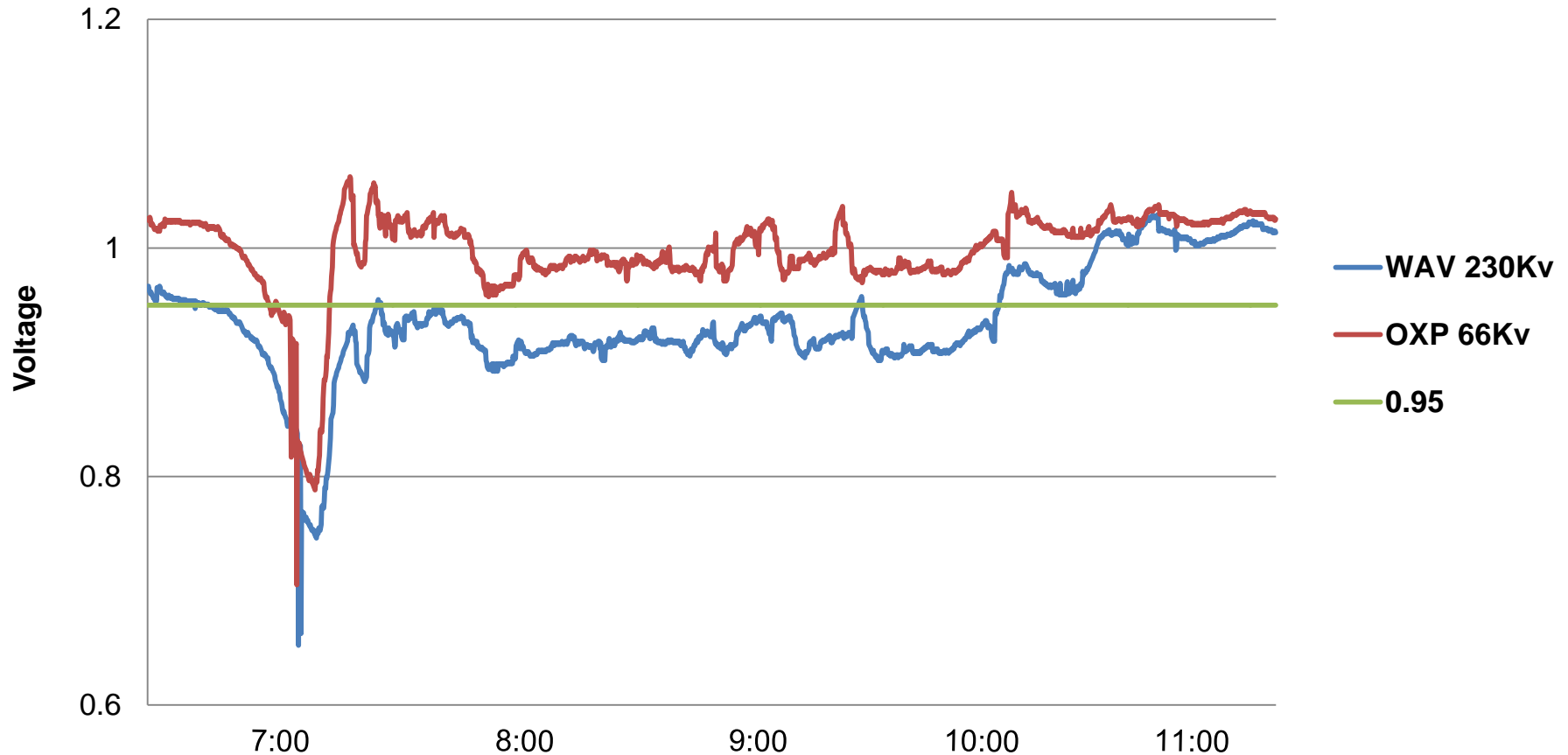
March 4<sup>th</sup>, 2015



- **651 hours:** Hydro advises CT not available.
- **701 hours:** Hydro advises Holyrood Unit 1 not available.
- **704 hours:** Hydro advises of low system voltages.
- **715 hours:** Under voltage trips/load shed Central-Eastern Newfoundland.
- **729 hours:** Hydro confirms supply shortage, advises request for customer conservation and rotating power outages.
- **805 hours:** Rotating power outages commence.

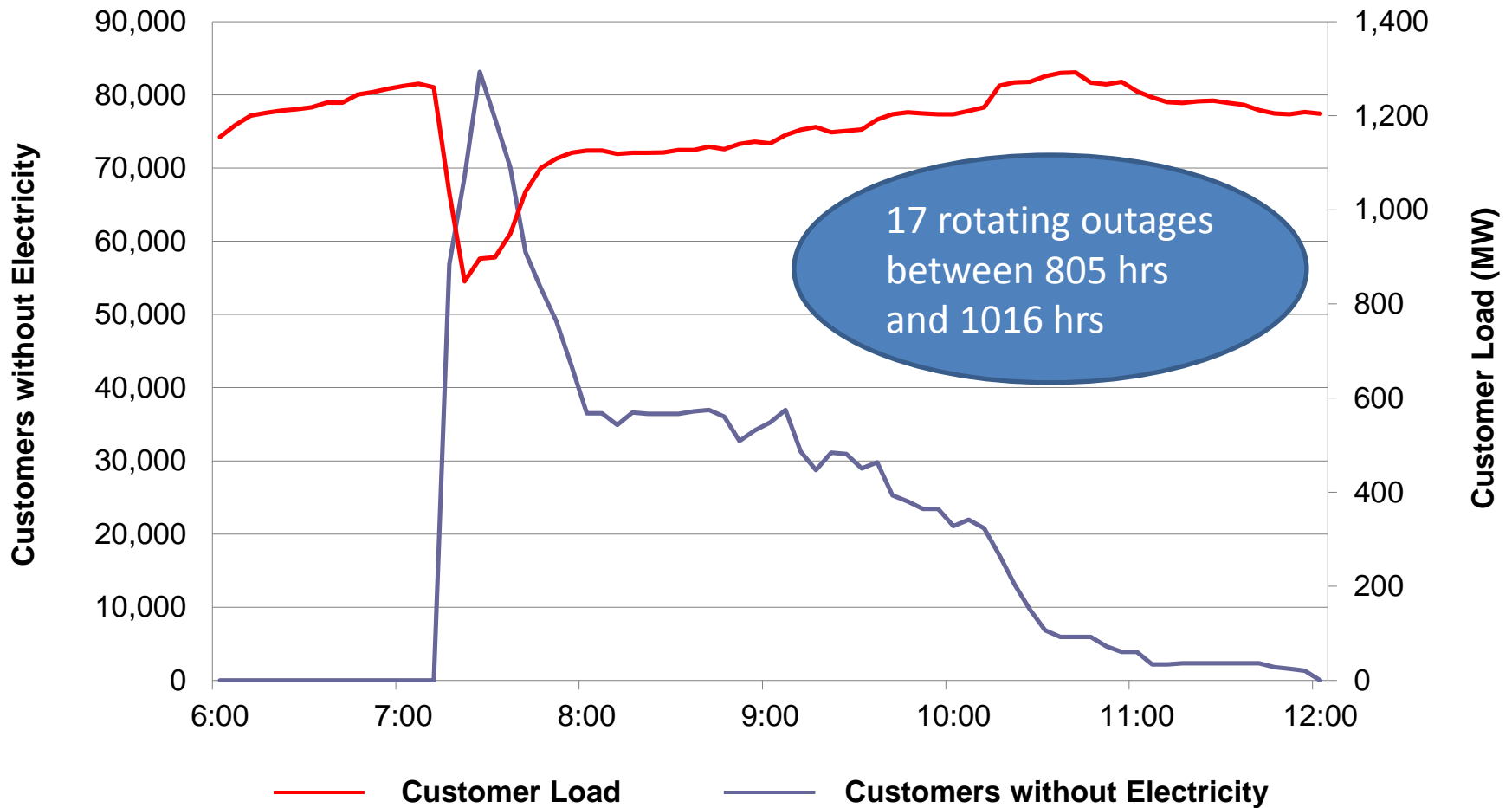
# System Voltage

600hrs to 1200hrs, March 4<sup>th</sup>, 2015



# Customer Load & Outages

600hrs to 1200hrs, March 4<sup>th</sup>, 2015



# Outages 715 hrs - 1232 hrs

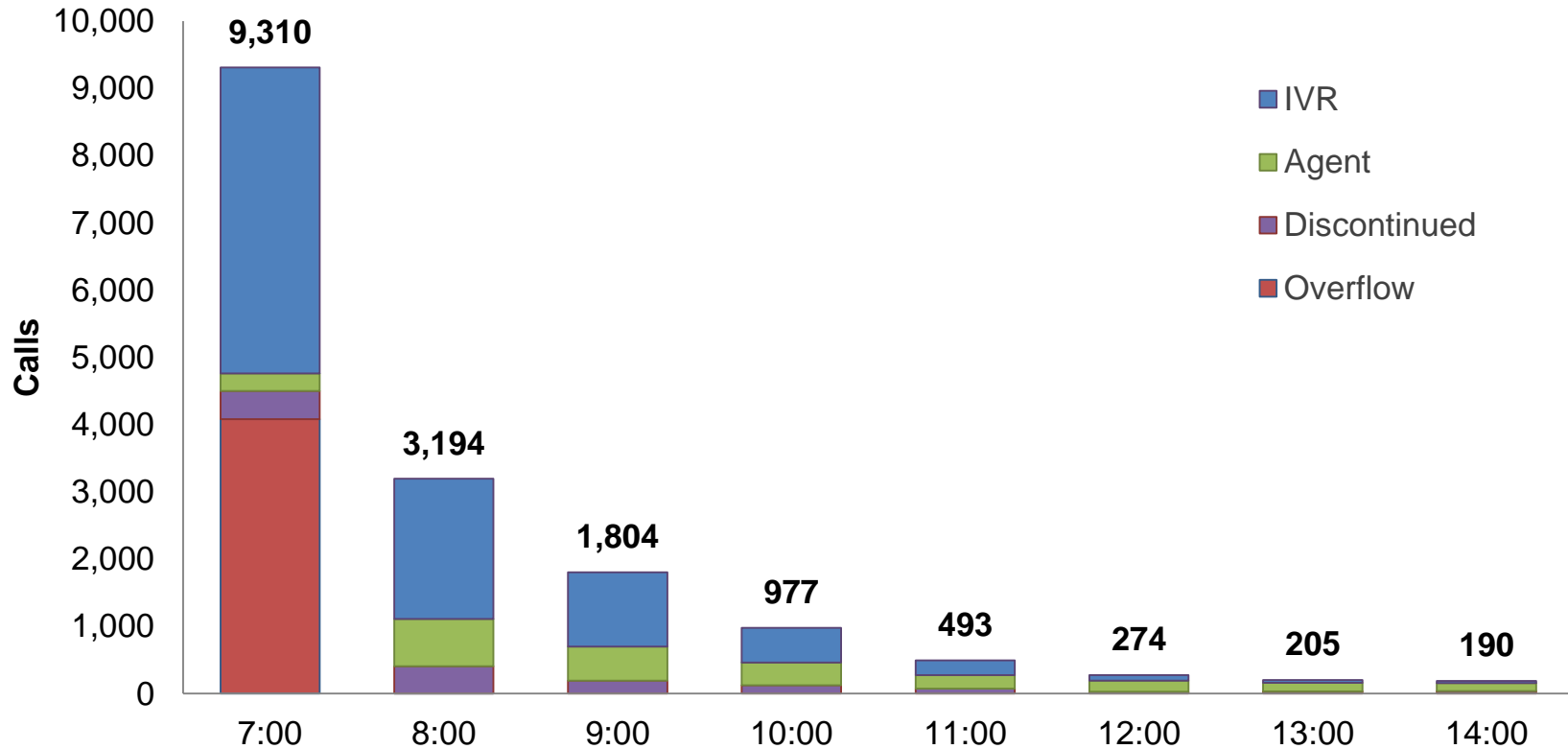
Operating Area	Maximum Customers Affected*	Average Outage Duration (minutes)
St. John's	38,118	37
Avalon	20,242	132
Bonavista	13,168	50
Gander	11,625	32
<b>TOTAL</b>	<b>83,153</b>	

\*maximum number of customers without service at any one point in time. Because rotating outages were undertaken, a larger number of customers' service was affected over the period.

# Communications

- **Customer Outreach**
  - Critical Customers
  - Outage Alerts
- **Social Media**
  - Twitter
  - Facebook
- **Traditional Media**
  - Radio, Television, Newspaper

# Customer Contact Centre

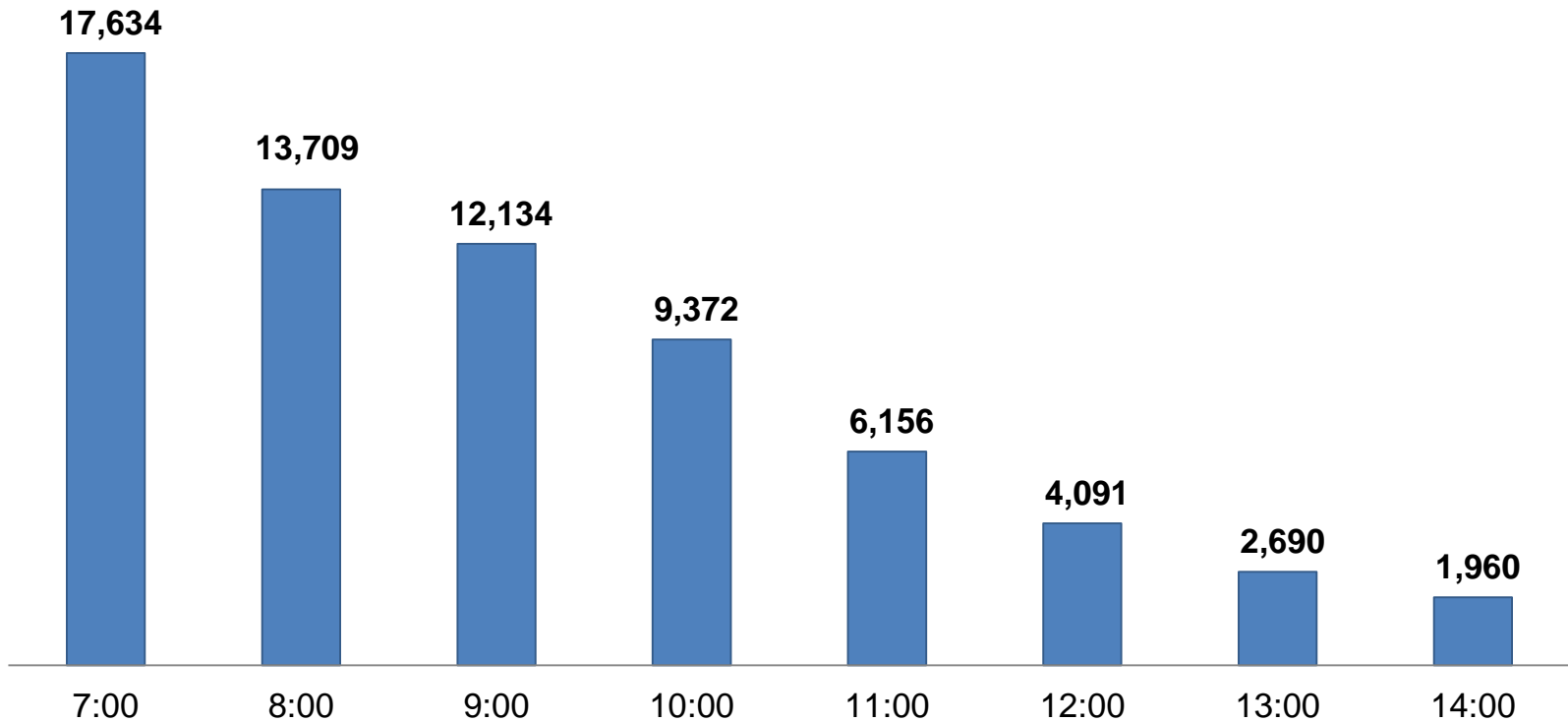


Customer Calls (by Hour Beginning)

Staffing	6	22	41	35	26	27	22	21
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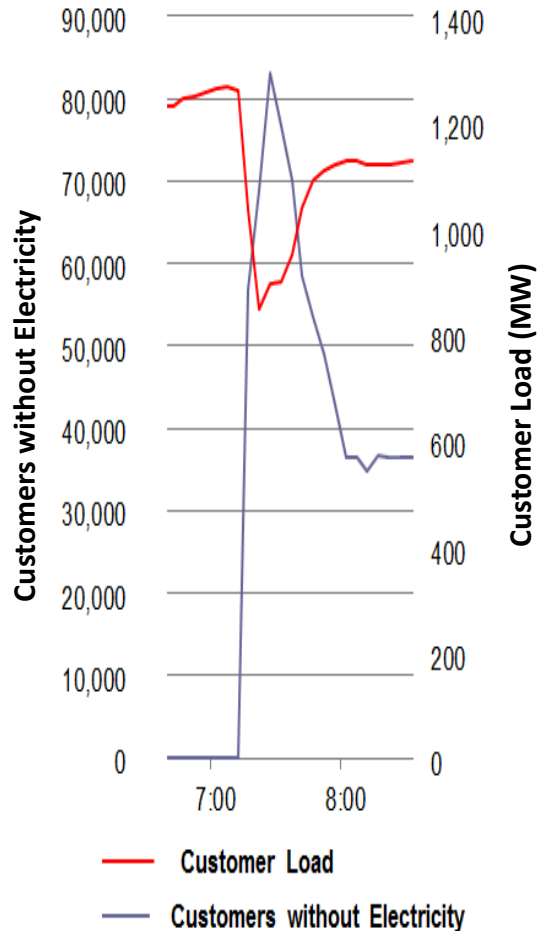


# Company Website



■ Customer Visits (by Hour Beginning)

# Critical Period: Communications



- **720 hours:** Notification of system problems and increase in customer calls.
- **722 hours:** Newfoundland Power website updated to reflect system status.
- **733 hours:** Newfoundland Power tweets system status.
- **740 hours:** Newfoundland Power gives 1<sup>st</sup> media interview (VOCM) on system status.
- **745 hours:** Newfoundland Power commences direct contact with critical and curtailable customers.

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