

1 **Q. Tab 6.5 Geographical Information System Improvements**

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3 **Newfoundland Power outlines that enhancements were made in 2012 to its outage**
4 **management application, but it remains a manual process. Why were the current**
5 **proposals for customer connectivity not sought at that time?**
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7 A. The outage management system (“OMS”) enhancements made in 2012 improved the
8 efficiency of outage management by simplifying the manual process of grouping related
9 outage tickets.
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11 The current proposals for customer connectivity will enhance the functionality of the
12 geographic information system (“GIS”) database acquired in 2013 by including
13 information specific to individual customer premises.¹ These changes would have been
14 beyond the capabilities of the Company’s OMS, and were made possible by the addition
15 of the GIS in 2013. The GIS provides the technology necessary to store and maintain an
16 accurate network model of the electrical system, including information specific to
17 individual customer premises.
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19 The addition of this information to the GIS database is the next logical step in improving
20 the efficiency of Newfoundland Power’s outage management process, and will facilitate
21 the development of a fully automated outage management process when the existing
22 OMS is eventually replaced.

¹ The addition of this information to the GIS will allow the Company to identify customers affected by smaller outages affecting only sections of a feeder, thereby enhancing the Company’s outage notification capabilities, including outage notifications enabled by the Customer Outage Communication and Notification project included in the 2015 *Application Enhancements* capital project.