

1 **Q. Please provide a description of Newfoundland Power's outage management system**  
2 **and how outage management performance is monitored and measured.**  
3

4 A. *Outage Management Technology*

5 Newfoundland Power's outage management technology consists primarily of three  
6 computer systems that are used to coordinate and monitor outage response. These are the  
7 Outage Notification System ("ONS"), the Outage Management System ("OMS"), and the  
8 SCADA System.  
9

10 *Outage Notification System*

11 The ONS provides timely information to customers experiencing power outages. It  
12 provides customers calling the outage information number with an automated message  
13 stating the reason for the outage and the estimated power restoration time. The ONS also  
14 provides customers with the option to have their call transferred to an employee for  
15 further information or to report an emergency.  
16

17 Performance of the ONS is measured through a review of monthly reports from the  
18 telephone service provider. There is no real time call management information available  
19 from the ONS.  
20

21 *Outage Management System*

22 The OMS is used to track customer trouble calls and coordinate and track the Company's  
23 response to trouble calls and power outages. The OMS uses information provided by  
24 field personnel, customers and the Company's Customer Service System.  
25

26 When a customer trouble call is received, or when information from the SCADA system  
27 indicates an outage, the relevant information is manually logged into the OMS. Links to  
28 the Customer Service System provide basic customer information, such as location,  
29 contact details and feeder number.  
30

31 As the outage response proceeds, detailed outage-related information is manually entered  
32 in the OMS, including crew and equipment deployed, time of arrival on site, time of  
33 power restoration, description of repairs made and cause of outage. This data is used to  
34 track the status of repairs and to measure the Company's outage management  
35 performance.  
36

37 The OMS provides a variety of outage management performance information, including  
38 SAIDI and SAIFI statistics, trouble response time and overall time to restoration of  
39 power.  
40

41 *SCADA System*

42 The SCADA System allows the Company to monitor the condition of the electrical  
43 system and to remotely control certain equipment on the system. The SCADA system  
44 itself does not provide any measure of outage management performance.