

1 Q. On page 10 of the ESRA Report, Hydro notes that it developed and implemented
2 three levels of alerts to advise customers on the status of the power supply so
3 customers can better prepare for any potential impacts. Please provide details how
4 these communications are expected to be handled with the major customers,
5 particularly with the industrial customers.

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8 A. The Advance Notification Protocol was created in 2014 by Newfoundland and
9 Labrador Hydro and Newfoundland Power, as a way to communicate with
10 customers, in advance of any significant issues, to ensure people have an
11 understanding of their electricity system and can be prepared to act appropriately if
12 asked to conserve electricity.

13

14 Three stages of the Advance Notification Protocol:

15

- 16 • Power Watch – No customer action required. Hydro is watching the system
17 closely and will communicate with customers frequently.
- 18
- 19 • Power Warning – Customers are asked to conserve electricity. Hydro is watching
20 the system closely and will communicate with customers frequently. Customers
21 should prepare for possibility of outages.
- 22
- 23 • Power Emergency – Rotating power outages are in effect. Customers should
24 conserve electricity. Hydro will communicate with customers frequently.

1 The specific types of communications and stakeholder/customer notifications are
2 outlined in Attachment 1 - Island Interconnected System Forecast Supply Shortfall
3 Customer and Stakeholder Advance Notification Protocol and Attachment 2 -
4 Avalon Peninsula System Forecast Supply Shortfall Customer and Stakeholder
5 Advance Notification Protocol.

6

7 Communications tactics are employed as outlined in Attachment 3 - Stakeholder
8 Communications Process for Major System Events redacted for the protection of
9 personal information, and Hydro's response to PUB-NLH-304 (Revision 1)
10 Attachment 1 Joint Storm/Outage Communication Plan, as filed during Phase I and
11 developed in partnership with Newfoundland Power. For example, both utilities
12 would communicate through traditional media, social media, website updates,
13 media advisories, news conferences and direct stakeholder updates as appropriate.

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15 In terms of communications with key customers during activation of the Advance
16 Notification Protocol, the Manager, Key Accounts is responsible for reaching out to
17 major customers as appropriate (those who may be impacted). It should be noted
18 that during certain periods of the year, (December – March) there have been
19 capacity assistance agreements in place with some industrial customers (CBPP and
20 Vale) to provide support, if required, to the system. System support may be
21 requested during power alerts and in those instances, this assistance would be
22 requested to the Industrial Customer through the Energy Control Centre.



Island Interconnected System Forecast Supply Shortfall¹
Customer and Stakeholder Advance Notification Protocol



Alert Levels	Generation Reserves ²	Stakeholder Notifications	NLH Actions	NP Actions	Customer Notifications
Normal Conditions (T-001 ³ Level 0)	7-Day Generation Reserve Forecast indicates available reserves greater than the largest generating unit plus minimum spinning reserves	Daily Supply and Demand Status Report and 7-Day Forecast for the <i>Island Interconnected System</i> sent to Public Utilities Board (PUB) and Newfoundland Power.	Normal Operations	Normal Operations	None
Stage 1 Power Advisory (T-001 Level 1)	7-Day Generation Reserve Forecast indicates available reserves less than the largest generating unit plus minimum spinning reserves	Stage 1 - Power Advisory Notifications: Hydro System Operations notifies Newfoundland Power System Operations.	Follow System Operating Instruction T-001 as required to maintain minimum spinning reserves	Support Hydro with implementing T-001 measures	None
Stage 2 Power Watch (T-001 Level 2)	24-Hour Generation Reserve Forecast indicates available reserves less than the largest generating unit	Stage 2 - Power Watch Notifications: Hydro System Operations notifies Newfoundland Power, Hydro Regulatory Affairs notifies PUB and Hydro Communications notifies Newfoundland Power Communications and FES.	Follow System Operating Instruction T-001	Support Hydro with implementing T-001 measures	NP gives advance notification to its curtailable customers Utilities <u>may</u> issue ⁴ press release, update website, engage social media (or other communications tools) stating: "Power Watch in Effect - Conservation Request Likely" - Specify when conservation may be required. - Indicate what is the most effective ways for customers to conserve.
Stage 3 Power Warning (T-001 Level 3)	Current Day Generation Reserve Margin less than half the largest generating unit	Stage 3 - Power Warning Notifications: Hydro System Operations notifies Newfoundland Power, Hydro Regulatory Affairs notifies PUB and Hydro Communications notifies Newfoundland Power Communications and FES.	Follow System Operating Instruction T-001	Support Hydro with implementing T-001 measures	Utilities <u>will</u> issue press release, update website, engage social media (or other communications tools) stating: "Power Warning in Effect - Customers Requested to Conserve Electricity; Rotating Outages Likely" - Request NP curtailable customers to curtail. - Specify when conservation is required. - Indicate the most effective ways for customers to conserve.
Stage 4 Power Emergency (T-001 Level 4)	⁵ Generation Shortfall Imminent - No reserves margin	Stage 4 - Power Emergency Notifications: Hydro System Operations notifies Newfoundland Power, Hydro Regulatory Affairs notifies PUB and Hydro Communications notifies Newfoundland Power Communications and FES.	Follow System Operating Instruction T-001	Support Hydro with implementing T-001 measures and implement Newfoundland Power SRP-001 ⁶ for Rotating Power Outages	Customers to be notified immediately if a generation shortfall is anticipated. Utilities <u>will</u> issue press release, update website, engage social media (or other communications tools) stating: "Power Emergency in Effect - Conserve Electricity-Rotating Power Outages in Effect" - Inform customers of the actual impact (MW) conservation efforts are having on the electricity system. - Indicate what are the most effective ways for customers to conserve.

¹ Island Interconnected Supply Shortfall refers to *all* Firm Generating Capacity on the Island Electricity System.

² Operating Reserves = ((Island Interconnected System Available Generation / Island Interconnected System Forecast Peak) - 1) x 100%

³ NLH System Operating Instructions for Generation Reserves

⁴ Where desirable, utilities may undertake joint communications; however, each utility will communicate with its respective customers and key stakeholders directly according to its established protocols.

⁵ In the event of an immediate loss of supply (unanticipated and unable to be forecast) this protocol will eliminate Stages 1-3 and begin with Stage 4; this applies to both a generation and transmission issue. Exception may be an underfrequency load trip that would result in a prompt power restoration.

⁶ NP System Restoration Plan for Rotating Power Outages

Avalon Peninsula System Forecast Supply Shortfall¹
Customer and Stakeholder Advance Notification Protocol

Alert Levels	Avalon Reserves	Inter-Utility Notifications	NLH Actions (Stakeholders)	NP Actions	Customer Notifications
Normal	7-Day Avalon Reserve Forecast indicates available reserves greater than 35MW under the single worst contingency. ²	Daily Supply and Demand Status Report and 7-Day Forecast for the Avalon Peninsula provided to internal stakeholders.	Normal Operations	Normal Operations	None
Stage 1 Power Advisory	7-Day Avalon reserve is forecast to be less than the impact of the largest contingency plus 35 MW.	Stage 1 – Hydro System Operations notifies Newfoundland Power System Operations.	Follow Operating Instruction (T096) as required to maintain available Avalon reserves.	Support Hydro with implementing any requested measures to increase/maintain available Avalon reserves.	None
Stage 2 Power Watch	24-Hour Avalon reserve is forecast to be less than the impact of the largest contingency.	Stage 2 – Hydro System Operations notifies Newfoundland Power System Operations Hydro Communications notifies Newfoundland Power Communications	Follow Operating Instruction (T096) Hydro Comms to follow Stakeholder Communication Process for Major System Events ³	Support Hydro with implementing any requested measures to increase/maintain available Avalon reserves.	NP gives advance notification to its curtailable customers to be prepared for possible load curtailment request. ⁴ Communicate according to <i>Joint Storm/Outage Communication Plan</i> Utilities may issue ⁵ a press release, update website, engage social media (or other communications tools) stating: Power Watch in Effect – Be Prepared to Conserve if Asked (Specify when conservation may be required, indicate what is the most effective ways to conserve)
Stage 3 Power Warning	Current Day reserve is forecast to be less than the impact of half the largest contingency.	Stage 3 – Hydro System Operations notifies Newfoundland Power System Operations Hydro Communications notifies Newfoundland Power Communications	Follow Operating Instruction (T096) Hydro Comms to follow Stakeholder Communication Process for Major System Events	Support Hydro with implementing any requested measures to increase/maintain available Avalon reserves.	Communicate according to <i>Joint Storm/Outage Communication Plan</i> Utilities will issue press release, update website, engage social media (or other communications tools) stating: Power Warning in Effect – Customers Requested to Conserve Electricity; Be Prepared for Possible Rotating Outages (Specify when conservation may be required, indicate what is the most effective ways to conserve)
Stage 4 Power Emergency	Avalon reserve is zero or in deficit.	Stage 4 – Hydro System Operations notified Newfoundland Power System Operations Hydro Communications notifies Newfoundland Power Communications	Follow Operating Instruction (T096) Hydro Comms to follow Stakeholder Communication Process for Major System Events	Support Hydro with implementing any requested measures to increase Avalon reserves and implement Newfoundland Power SRP-001 for Rotating Power Outages on the Avalon. ⁶	Communicate according to <i>Joint Storm/Outage Communication Plan</i> Utilities will issue press release, update website, engage social media (or other communications tools) stating: Power Emergency in Effect – Conserve Electricity – Rotating Power Outages in Effect (Specify when conservation may be required, indicate what is the most effective ways to conserve)

¹Refers to all Transmission and Generation capacity on the Avalon Peninsula.

²Single worst contingency – loss of major Transmission Line (i.e. TL202 or TL206) or loss of the largest generating unit (i.e. Holyrood Unit).

³Outlines stakeholder communication process for major system events, identifying stakeholders such as GNL, PUB, Executive, and key customers.

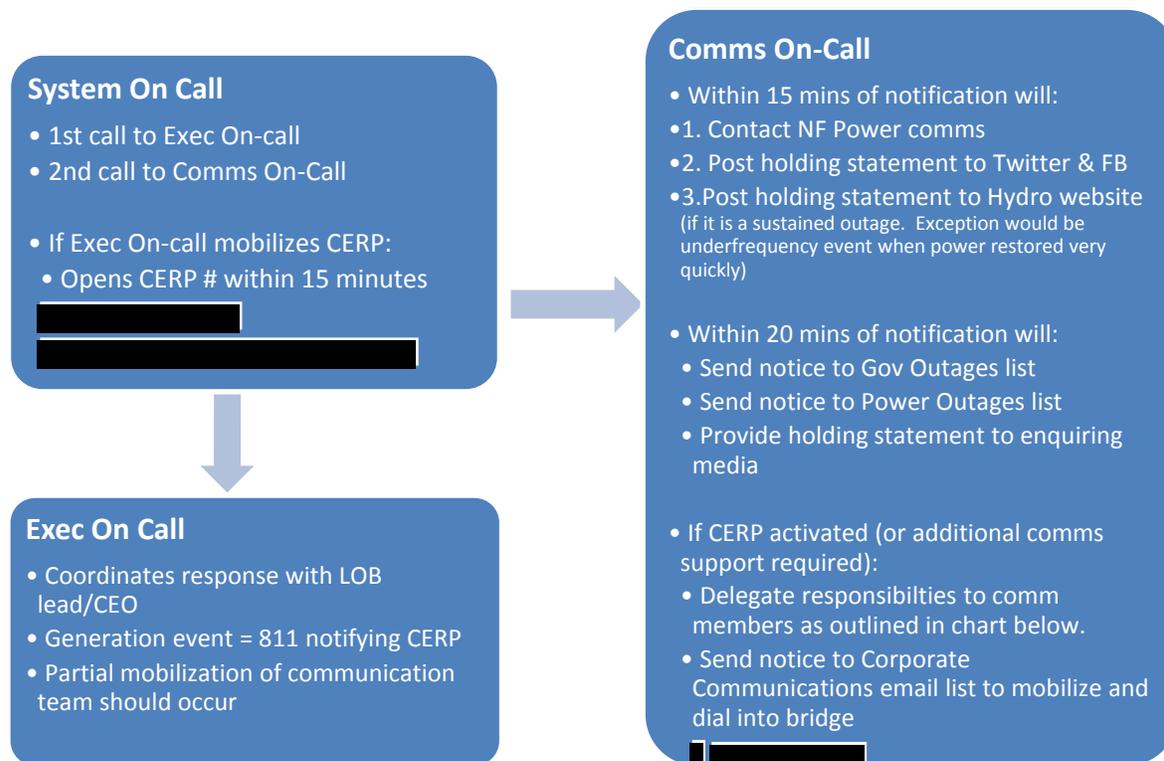
⁴The request for NP's curtailable customers to engage in load curtailment would be made by Hydro at least 2 hours in advance of whenever Avalon reserves are expected to drop below 35 MW, or, immediately following a trip of a transmission line or generation unit that places the Avalon in a Stage 4 Power Emergency.

⁵Where desirable, utilities may undertake joint communications; however, each utility will communicate with its respective customers and key stakeholders directly according to its established protocols. At various times of the year (i.e. Summer, high maintenance period) an advisory may be preferable over an alert, as conservation may not be required. Also, in the event of an immediate loss of supply (unanticipated and unable to forecast) this protocol will eliminate Stages 1-3 and begin with Stage 4: this applies to both a generation and transmission issue. Exception may be an under frequency load trip that would result in a prompt power restoration.

⁶NP System Restoration Plan for Rotating Power Outages.

Stakeholder Communication Process for Major System Events

1. Notification Prioritization:



Sample Holding Statements:

Generation Issue-

We are experiencing an issue in *LOCATION* (i.e. Holyrood or other location). We are investigating and will provide more information as soon as it is known.

Transmission Issue -

We are experiencing an issue with transmission line feeding Avalon Peninsula. We are investigating & will provide more information as soon as it is known.

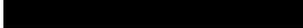
Unknown issue –

We are currently investigating cause of current power outages. More information will be provided as known. Visit www.nlhydro.com for more.

Communications roles and responsibilities during outage event:

Communications On Call	Lead	Back-up
Media Relations/Inquiries	Susanne Hiller	Cara Pike
Message Development Web & Social Media	Erin Squires	Susanne Hiller/Cara Pike
Social Media Monitoring	Cara Pike	Susanne Hiller/Cara Pike
Shareholder Updates (Gov Outage list etc.)	Mark King	Deanne Fisher
Stakeholder Checks (ensure all covered off)	Deanne Fisher	Mark King

Stakeholder Outage Communications and Responsibility:

Stakeholder	Details	Responsibility	Back-up
CEO Stan Marshall		Deanne Fisher	D. Dalley
Government – DNR Gov Comms FES	Email distribution list	Mark King	Deanne Fisher
Government – Premier’s Office	Email communications staff	Mark King	Deanne Fisher
Newfoundland Power – System Operations	Sean LaCour Neville Collins	Bob Butler	Jason Tobin
Newfoundland Power – Communications Team	Michele Coughlan – mcoughlan@newfoundlandpower.com Karen McCarthy – kmccarthy@newfoundlandpower.com	Erin Squires	Deanne Fisher/Susanne Hiller
Newfoundland Power – Executive		J. Haynes	Deanne Fisher
Nalcor/Hydro Board	Email distribution list	Mark King	Deanne Fisher
Hydro – Customer Service staff Transmission & Rural Ops Rates & Regulatory Affairs		Communications On- Call	Erin Squires
Hydro – Employees	Email All Users	Cara Pike	Deanne Fisher
Hydro – Industrial Customers (as appropriate)		Robert Coish	Tony Lye ECC staff
Key Customers (as appropriate)		Robert Coish	Tony Lye

Username and Passwords:

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