

1 Q. Is it possible to give affected customers in an area advance notice of a rotating
2 power outage that will affect that area? If yes, how much notice can be given? If
3 not, why not?

4

5

6 A. The majority of customers affected by rotating outages during the recent power
7 disruptions were direct customers of Newfoundland Power. There is close
8 coordination between Hydro's Energy Control Centre and Newfoundland Power's
9 control centre as demand begins to go beyond the available supply.

10

11 Hydro made provincial electricity customers generally aware that they may be
12 affected by rotating power outages using both traditional and social media. In the
13 case of Hydro's fairly limited Rural Customer base, it has a number of feeders which
14 have the ability to be remotely operated by the Energy Control Centre. When load
15 shedding is required due to generation shortages, feeders are chosen and a rotation
16 list developed. The outage rotation list serves as a guideline to indicate which
17 customers will be affected, the time of the outage and the approximate outage
18 duration. Depending on system conditions, the feeder rotation list may have to be
19 modified or revised.

20

21 Hydro's customer rotation and notification process is generally as follows:

- 22 1. The Energy Control Centre provides a feeder rotation list to Customer
23 Services and Corporate Communications. This includes what customers will
24 be subject to an outage, the approximate time and the approximate
25 duration;
- 26 2. Customer Service updates the outage notification database with the
27 information;

- 1 3. Corporate Communications issues an advisory and distributes the
- 2 information through media, website and social media;
- 3 4. The Energy Control Centre provides any further updates regarding changes
- 4 in the rotation list or issues with the rotations; and
- 5 5. The Energy Control Centre advises Customer Service and Corporate
- 6 Communications when customer rotation has ended.

7

8 As an example, during rotations on January 5, 2014, a list of outages was
9 communicated to Hydro customers through a media advisory, an update to the
10 outage information page on the Hydro website, and posts on social media sites,
11 Twitter and Facebook. The customers first on the list (Plum Point and Bear Cove)
12 would have received less notice than the customers being rotated last (Roddickton
13 and South Brook).

14

15 The notice provided consists of only general information regarding the approximate
16 length and general timing of the outage. The exact numbers of customers affected
17 can vary upon implementation based on the load reduction required.