

1 Q. What criteria is used by Hydro to determine where and when there will be a
2 rotating power outage? Include in the answer whether any priority is given to any
3 particular class of customer, such as hospitals, personal care homes and retail malls.

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6 A. Within Hydro's Rural Customer base, Hydro has a number of feeders which have
7 the ability to be remotely operated by the Energy Control Centre. The feeder
8 outage rotation process is triggered when there are insufficient system generation
9 reserves to maintain the system frequency near its standard of 60 Hz. When load
10 shedding is required, Hydro does try to proportionately balance the number of its
11 customers affected with the number of Newfoundland Power customers affected.
12 As these areas are small loads and are served by one or two feeders, there is limited
13 opportunity to give priority to a particular class of customer. Hydro will be
14 examining this issue as part of its internal review.