

1 Q. Did Hydro implement any lessons learned from the outages in January 2013 that
2 may have assisted with system events in December 2013 and January 2014? If yes,
3 provide details of the action implemented.

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6 A. Yes, Hydro implemented lessons learned from the outages in January 2013. These
7 changes helped mitigate the impact of the system events in December 2013 and
8 January 2014. These lessons learned include:

- 9 • Improvements to the Corporate Emergency Response Plan including
10 increased familiarity with established emergency response protocol and
11 processes;
- 12 • Modifications to protection and control circuits to better respond to system
13 events and increase system stability;
- 14 • Changes to the Energy Management System infrastructure and remote
15 terminal units to improve performance during periods of high system
16 activity and system events;
- 17 • Implemented additional operational testing procedures on the DC
18 lubrication oil pumps at Holyrood to ensure verification of proper operation
19 of plant critical systems in the event of lost AC power to the plant;
- 20 • Enhancements to our planned preparation and response to storms as
21 outlined in PUB-NLH-030 that led to faster problem identification and
22 customer restoration; and
- 23 • Additional real time communications with customers, media and other
24 stakeholders through social media (Twitter and Facebook), supplemented
25 with the use of traditional media channels helped to keep the public better
26 informed.