

1 Q. Further to the response to PUB-NLH-002, page 4, lines 2-4 in which it is stated that  
2 Hydro determined on December 26, 2013 “*there could be difficulty in supplying the*  
3 *required customer demand*”, explain in detail why Hydro did not request customers  
4 to conserve prior to January 2, 2014 and why not earlier in the day on January 2,  
5 2014 than 2:30 p.m.

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8 A. Although Hydro officials were aware that there could be difficulty in supplying  
9 required customer demand, it was determined that Hydro could meet the forecast  
10 load using the other steps of the Generation Load Sequence and Generation  
11 Shortage protocol; therefore, a conservation request was not required. Hydro also  
12 considered the public perception of issuing a conservation request if it ended up  
13 not being required, including public confidence in the power system and ensuring  
14 appropriate and effective public response when required. As noted in PUB-NLH-  
15 002, this was one of a number of circumstances in December 2013 which prompted  
16 the Systems Operations team to actively and closely monitor both forecast load and  
17 supply.

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19 With respect to January 2, 2014, following the morning peak, operational  
20 discussions were held with Newfoundland Power and a determination was made  
21 that the evening peak was likely to exceed available supply. Discussions were held  
22 with the Hydro operations and communications team via teleconference at 1100  
23 hours to brief on the details of the supply and load parameters and the required  
24 conservation request. Following the meeting, messages were coordinated with  
25 Newfoundland Power and it was determined the conservation request should come  
26 from Newfoundland and Labrador Hydro. Hydro drafted a press advisory and  
27 appropriate social media messages and upon approval, the release was issued to

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1 local media starting at 1350 hours; however arrangements for interviews with local  
2 media were made proactively and prior to the press advisory being released to  
3 expedite the communication. Social media posts on Twitter and Facebook were  
4 made just after the press advisory was issued.