

1 Q. Please provide meeting minutes, list of attendees, action items, and other
2 documentation for any lessons learned/debriefing sessions held after the January
3 2014 event by the communications organization. Include internal sessions as well as
4 external.

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7 A. The lessons learned discussion was a joint exercise with Customer Service,
8 Communications and the Energy Efficiency teams. The attendees were: Barry
9 Brophy, Customer Service Manager; Simone Browne, Energy Efficiency Manager;
10 Elaine Cole, Energy Efficiency Advisor; John Poole, Internal Energy Efficiency
11 Advisor; Erin Squires, Senior Communications Advisor; Karen O'Neill, Senior
12 Communications Advisor, Lower Churchill Project; Cara Pike, Senior
13 Communications Advisor, Oil & Gas/Business Development; Dawn Dalley, VP
14 Corporate Relations; and Cathy Dornan, External Consultant. No formal minutes
15 were recorded and action items were provided as recommendations in the *Review*
16 *of Supply Disruptions and Rotating Outages January 2-8, 2014*, Focus Area Report –
17 Communication and Coordination with Customers. As well, Cathy Dornan PR
18 provided an external review provided in the Appendix 4 as part of this focus area
19 report.