

1 Q. Please detail the process to establish and update estimated restoration times for  
2 blue-sky, weather and equipment-related events, including roles and  
3 responsibilities for establishing, updating, closing and communicating.  
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6 A. Communication is a critical part of outage management and restoration. Hydro has  
7 an outage communication protocol established with clear responsibilities outlined  
8 for the field personnel, ECC, Customer Services and Corporate Communications.  
9 This is in place to ensure accurate and timely information is provided to customers  
10 and the public. This protocol will be followed in the event of a generation,  
11 transmission, or distribution system related outage that results in customer  
12 interruptions.  
13

14 When a power outage occurs, outage information must be provided to Hydro's Call  
15 Center or the ECC (after hours). This information would originate from field  
16 personnel or the ECC, if related to the generation or transmission system. The  
17 following information is required as soon as possible when an interruption occurs:  
18

- 19 1. What time did the power/equipment go out?
- 20 2. What caused the outage?
- 21 3. What's the expected time for restoration of power/equipment?
- 22 4. What communities are affected?
- 23 5. How many customers are affected?
- 24 6. Are crews on site, or their ETA?
- 25

26 As this information becomes known, it is provided to the Customer Call Center or  
27 the ECC (after hours) for entry into the Power Outage Emergency System (POES).

1 POES is a Bell-Aliant application that was custom built for Hydro and has been in-  
2 service since 2010. The application runs on an Avaya Contact Centre 7.0 (CC7)  
3 system. POES enables customers to access power outage information, either via  
4 the IVR telephone system, or the outage information page on Hydro's website. The  
5 Call Center or ECC (after hours) will also email the outage information to internal  
6 stakeholders using an email distribution list which includes personnel in Corporate  
7 Communications, Customer Service, System Operations, and ECC.

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9 The field personnel are required to establish communications with the Call  
10 Centre/ECC hourly, or more frequent if outage conditions change significantly. The  
11 information provided is used to update POES and will continue until the outage is  
12 ended.

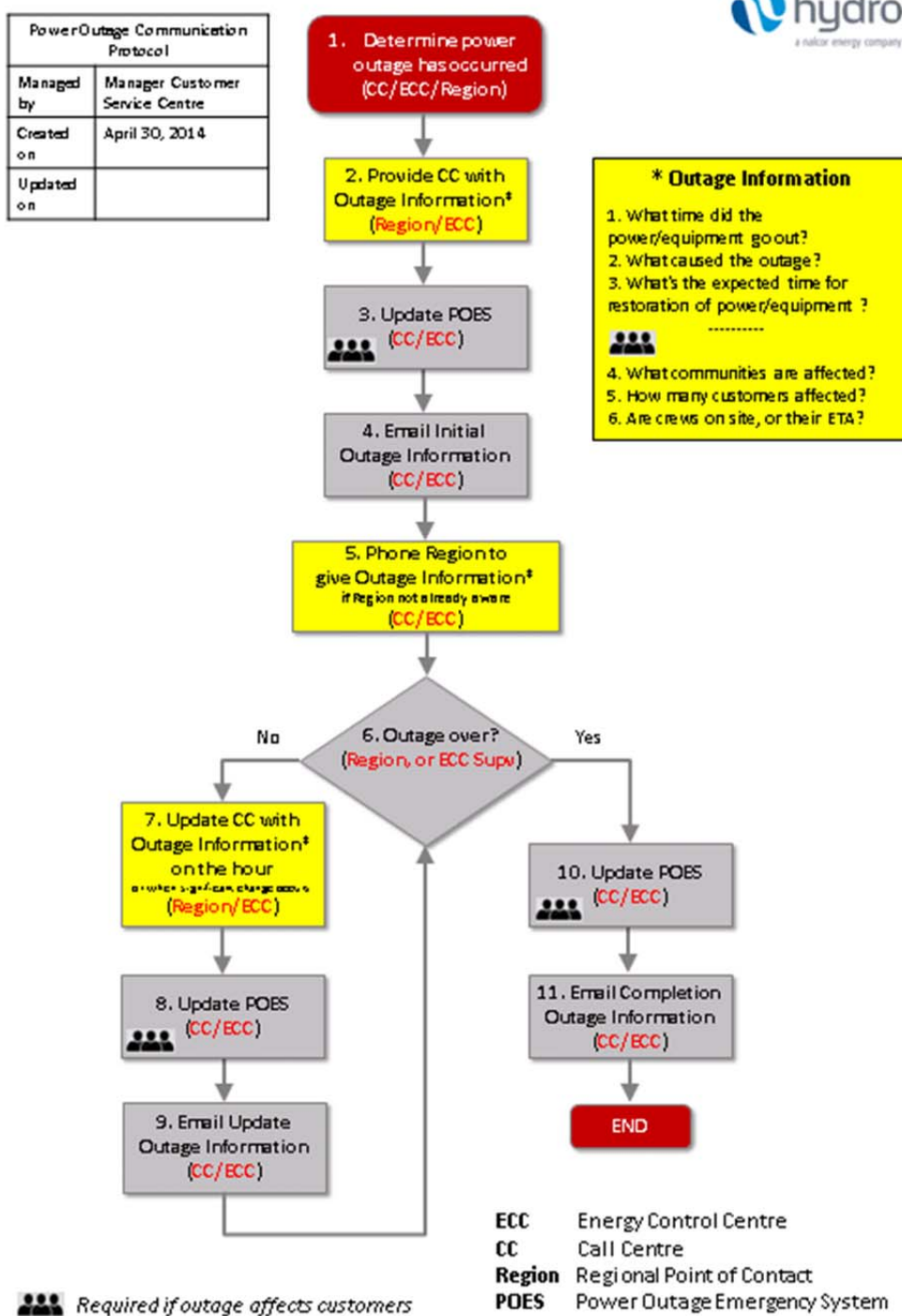
13  
14 The ECC will communicate directly with Industrial Customers for any interruption  
15 that affects them. The ECC will indicate the issue and when the Industrial Customer  
16 can expect to resume operations. The Industrial Customers also have a direct line  
17 to Hydro's ECC. Communications with the Industrial Customers is done verbally.

18  
19 A flow chart of the communication protocol is provided below:

## Hydro's Communication Protocol



PowerOutage Communication Protocol	
Managed by	Manager Customer Service Centre
Created on	April 30, 2014
Updated on	



## Roles and Responsibilities

Step	Region	Call Centre	ECC
1. Determine power outage has occurred.	✓	✓	✓
2. Provide Call Centre with Outage Information.	■		✓
3. Update POES.		✓	❖
4. Email Initial Outage Report.		✓	❖
5. Phone Region to give Outage Information.		✓	❖
6. Outage over?	✓		✓
7. Update Call Centre with Outage Information.	✓		❖
8. Update POES.		✓	❖
9. Email Update Outage Information.		✓	❖
10. Update POES.		✓	❖
11. Email Completion Outage Information		✓	❖

### Key

✓	When Call Centre open (currently 8am-4pm, M-F)
❖	When Call Centre not open
■	Outage Information