

1 Q. Provide meeting minutes, notes, action items, and lessons learned from the
2 Executive Level Committee meetings that have been held monthly since May 2014.
3 Specify the meeting schedule going forward.

4

5

6 A. Please see PUB-NLH-303 Attachments 1 to 5 for the meeting summary notes for the
7 Executive Committee meetings.

8

9 These meetings will continue on a monthly basis until decided by the committee
10 that a different frequency is more appropriate. The next meeting is scheduled for
11 September 29, 2014.

Summary Notes - May 1, 2014,
Location: Nalcor Energy, Hydro Place
Proceeding with Liberty Consulting's Joint Utility Recommendations

Attendees:

NL Hydro: R. Henderson, P. Humphries, B. Brophy, E. Squires

Newfoundland Power: G. Smith, K. McCarthy

- NL Hydro and Newfoundland Power met today to discuss proceeding with 8 recommendations in the Liberty report in which both utilities had been jointly named.
- Newfoundland Power will lead on implementation of these recommendations, with coordination and input from NL Hydro.
 - Newfoundland Power will provide initial drafts of plans recommended by Liberty by May 15, 2014 for NL Hydro's input.
 - Meanwhile, both utilities will begin discussions on same imminently.
 - These recommendations concern customer communications, technology improvements and general coordination between the two utilities.
- The two utilities agreed to an executive committee which would meet monthly to discuss progress of the recommendations.
 - This committee would consist of R. Henderson, D. Dalley and P. Humphries for NL Hydro.
 - G. Smith, K. McCarthy and P. Collins would represent Newfoundland Power.
 - For practical purposes, E. Squires would work with Newfoundland Power on communications matters, and B. Brophy would work with Newfoundland Power on customer relations matters.
 - The executive committee will meet next on the morning of May 22, 2014.
- The two utilities agreed it would be beneficial for the existing Inter-Utility System Planning and Reliability Committee to meet monthly rather than its current twice-a-year timeframe. This would allow more frequent conversation on system planning and related matters arising from recent events on the system, whether related or unrelated to the current Liberty report. The intent would be that major issues arising from this committee would be considered, as required, at the monthly meeting of executives noted above.
 - The current membership of this committee remains in place.
 - The next meeting of this committee is in the afternoon of May 20, 2014.
 - NL Hydro will prepare the agenda for this meeting; Newfoundland Power will host.
- NL Hydro proposed a technical briefing for Newfoundland Power on the proposed new transmission line. Newfoundland Power will review the PUB submission on the matter and look to meet with NL Hydro mid-May 2014.

Summary Notes - May 23, 2014

Location: Newfoundland Power, Kenmount Road

Proceeding with Liberty Consulting's Joint Utility Recommendations

Attendees:

NL Hydro: R. Henderson, P. Humphries, D. Dalley

Newfoundland Power: G. Smith, K. McCarthy, P. Collins

- Utilities agreed to an agenda inclusive of a review of the minutes of the May 1, 2014 meeting of the executive committee. Any updates to the minutes will be provided to K. McCarthy.
- The committee discussed the joint utility meeting on "Lessons Learned" which took place on May 20, 2014 at Newfoundland Power's Duffy Street office.
 - A substantial number of issues were addressed by the group of 15 attendees, including timing of public notice of conservation requests, media relations, government and other stakeholder relations, social media programs, utility to utility coordination during rotating outages, call centre response and more.
 - Two areas received more specific discussion: commercial customer insights and communication between field work and customer service/corporate communications staff.
 - The meeting mandate was expanded to serve as an information sharing venue between utilities and included a briefing on Newfoundland Power's Communications HUB and Customer Contact Centre operations, as well as a tour of the Centre.
 - Notes and recommendations arising from the meeting will be prepared and distributed.
- The committee discussed the meeting of the Inter-Utility System Planning and Reliability Committee held on May 20, 2014.
 - Matters related to the potential for additional Newfoundland Power "curtailable" customers, importance of sharing Hydro's telemetry points with Newfoundland Power, an update on Hydro's work at Sunnyside and Western Avalon substation and Newfoundland Power's report to Hydro on available generation were considered.
- The committee considered the eight draft responses by Newfoundland Power to the joint-utility Liberty recommendations.
 - Hydro indicated that B. Brophy would provide input by Wednesday, May 28 on recommendations 37, 39 and 41 related to customer communications technology
 - Hydro indicated it would provide feedback on recommendation 42 (the advance notification protocol) by Wednesday, May 28; the feedback will likely include an

adjustment in the operating reserve margin trigger point and possible reduction in the number of emergency levels in the protocol

- o Newfoundland Power updated Hydro on work status of remaining recommendations; Hydro agreed that work is in good shape
- Newfoundland Power requested information on the anticipated work on Hydro's TL201 infeed line; Hydro indicated it would provide a summary document
- A briefing on the proposed new Hydro transmission line, recommended by Hydro during the last executive committee meeting, occurred today also, May 23, 2014.
- The next meeting of the executive committee meeting is scheduled for June 10, 2014 at 12 noon, to allow for final consideration of documents to be filed on June 15, 2014 related to Liberty Consulting Group's recommendations.

Summary Notes - June 11, 2014

Via Teleconference

Proceeding with Liberty Consulting's Joint Utility Recommendations

Attendees:

NL Hydro: R. Henderson

Newfoundland Power: G. Smith, K. McCarthy

- This meeting was held via conference call and replaced the originally-scheduled meeting of June 10, 2014.
- NL Hydro and Newfoundland Power agreed that there is no formal direction to file updates on the implementation of the Liberty Consulting Group recommendations on June 15, 2014; both utilities agreed to be prepared to discuss updates if/when requested by Liberty Consulting Group/Public Utilities Board.
- The two utilities noted that work on implementation of the joint recommendations in the report had proceeded well.
 - One matter respecting the desire of Hydro to prepare its own response to recommendations 37, 39 and 41 (versus jointly with Newfoundland Power) was discussed and agreed to by both parties. These recommendations are related to technology improvements and the current platforms used by each utility do not support joint improvement strategies. This may be achievable in a couple of years.
 - The status of finalizing the Advanced Notification Protocol for Supply Shortfall was also discussed; both parties felt the protocol was near completion. Hydro agreed to provide the latest draft to Newfoundland Power for review by Friday, June 13, 2014.
- The teleconference was used to discuss two additional maintenance projects:
 - Insulator replacements on TL203
 - The substance of the work, related contingencies and customer communications were discussed.
 - Transformer work at Sunnyside Substation
 - Newfoundland Power relayed that it prefers that this work be carried out in July 2014; Hydro is to confirm scheduling with Newfoundland Power.

Hydro agreed it would recommend a date prior to the end of June 2014 for the next meeting of the Executive Committee.

Summary Notes - July 11, 2014

Via Teleconference

Proceeding with Liberty Consulting's Joint Utility Recommendations

Attendees:

NL Hydro: R. Henderson; P. Humphries

Newfoundland Power: G. Smith, K. McCarthy; P. Collins

- This meeting was held via conference call.
- NL Hydro shared a high level update on the status of its system work, including plans for the new combustion turbine and related civil work at Holyrood; smaller capital projects; breaker maintenance program; preventive maintenance program at Holyrood; and project management and reporting considerations for progress of work. Hydro indicated that the utility was making good progress in these areas.
- NL Hydro also shared the focus of discussions with Liberty Consulting this week, being corporate governance/management, generation availability and transmission and terminal activities. It was also noted that NL Hydro was expecting to meet with a technical expert in HVDC design later this month as part of Liberty's work.
- Newfoundland Power indicated much of its work with Liberty will be focused on a review of engineering and operating practices, including customer operations.
- Newfoundland Power updated on customer communication and technology improvement recommendations, noting that all major work was moving as expected. The joint utility storm/outage communications plan is in final draft mode (awaiting any further amendments following the conclusion of customer research underway); recommendations arising from implementation of other Liberty recommendations are in progress; customer research work is marginally delayed due to lower levels of engagement from respondents (summer season) but final reports are anticipated near the end of July.
- Newfoundland Power noted that it is moving ahead with implementation of new texting technology which will ultimately allow for greater customer service during outages, including awarding a vendor contract to facilitate such. The utility is also making plans to stress test its phone system.
- Both utilities were to direct S. Lacour of Newfoundland Power and B. Butler of Hydro to finalize and distribute to the Executive Committee by July 31, 2014 a copy of the final operating instructions for supply shortages (T-001) so that work on the advance notification protocol for customers can be finalized.

- NL Hydro is also to provide to Newfoundland Power an operational contingency plan by July 31, 2014 for the Sunnyside substation which addresses load supply to customers in the event of failure of the single operating transformer.

Utilities agreed to meet again in August, 2014.

Summary Notes - August 19, 2014

Location: NP System Control Centre

Proceeding with Liberty Consulting's Joint Utility Recommendations

Attendees:

NL Hydro: R. Henderson; P. Humphries; B. Brophy

Newfoundland Power: G. Smith, K. McCarthy; P. Collins; S. LaCour

- This meeting was held at Newfoundland Power's System Control Centre, allowing attendees to receive a brief tour at the end of the meeting.
- Minutes of July 11, 2014 were approved, and Hydro shared a safety moment respecting a high potential near miss at Wabush substation where miscommunication and a switching order error resulted in re-energizing the substation while crews were still working.
- K. McCarthy provided an update on several customer communications recommendations.
 - The MQO Research Customer Research Report will be finalized this week pending incorporation of Hydro's feedback. The report is thorough and helpful in understanding customers' information needs, and providing the necessary data to facilitate increased customer service.
 - The research report points to the need for increased public education on conservation of the nature required during supply shortages. NP recommended a modest education program to begin this Fall based mostly on public relations, social media and direct customer outreach through business associations, bill inserts and other tactics. NP is working on developing information for its own website, including infographics, which it will share with Hydro when complete. A full-fledged advertising program is not recommended at this time. B. Brophy will discuss with D. Dalley/E. Squires the level of agreement with the approach and report back to NP. A meeting will be set up for early September between both utilities' communications units to formulate a joint plan of education.
 - An education program is required to communicate the Advance Notification Protocol for Supply Shortage to the public. NP recommends media relations, social media, website and potential print advertisement for this program which would launch in November 2014. B. Brophy to discuss with D. Dalley/E. Squires for the level of agreement and report back to NP.
 - NP recommends engaging consultant Jim Dempsey to conduct a joint table-top emergency response exercise in September with the primary focus of testing the joint outage communications plan. B. Brophy to discuss with D. Dalley/E. Squires for the level of agreement, with a meeting to occur early September between both utilities to discuss the scope of the exercise. Subsequently, an RFP will be issued by NP to the consultant on behalf of the two utilities.

- NP recommends touching base with Municipalities Newfoundland and Labrador on a potential panel discussion (or similar activity) for the Corner Brook convention in October. The purpose of the event would be to allow both utilities to address customer service needs of municipalities, answer related questions and ask for help in communicating to residents on conservation matters. That said, the scope of the potential activity/subject is yet to be defined. B. Brophy to discuss with D. Dalley/E. Squires for the level of agreement with subsequent outreach to occur by NP during first week of September.
- P. Collins provided an update on technology recommendations.
 - NP has engaged an external consultant to provide multi-channel communications options and is scheduled to have a new texting system in place for customers by December 2014. This project will require a marketing program to encourage customers to “sign-up” with their cell number late Fall.
 - NP’s major customer communications systems will undergo stress testing by the middle of September 2014 with the assistance of an external consultant.
 - A plan for near and longer term improvements to the NP customer contact technologies/telephony is developed; potential integration of Hydro’s customer service systems into the NP system will be assessed throughout the Fall 2014 though no actual integration is expected for the 2015 year.
- G. Smith and S. LaCour addressed concerns with the definition of generating reserve within Hydro’s System Operating Instruction T-001. The current language describes normal operating conditions exist when a reserve of at least the largest generator (typically 170 MW) remains available. NP believes normal operation as having a generation reserve of at least the largest available generator PLUS 70 MW. NP also has concern with Note 2, specifically the one hour to place generation in service. NLH agreed this time can be reduced. R. Henderson agreed to assess the request and report back to NP by Friday, August 22, 2014.
- On a matter unrelated to Liberty recommendations, G. Smith brought up the issue of economic justification of small hydro upgrading and refurbishment projects raised recently by Hydro about the Pierre’s Brook project. G. Smith stated that Hydro’s questioning of the Pierre’s Brook project after it was filed with the PUB was confusing and disappointing considering the IUSPRC had earlier discussed NP’s proposed hydro generation upgrading projects and the associated economics and received concurrence from Hydro at the time. R. Henderson indicated Hydro’s questioning was not a sign that the project shouldn’t proceed (as costs didn’t appear to be an issue) but that Hydro was interested in doing a more detailed economic assessment of all future projects. Hydro acknowledged that the finalization of the Power Purchase Agreement related to Muskrat Falls provides much of what is needed to complete an economic assessment, even if all financial information is not available. The group agreed future work will rest with the System Planning sub-committee of the IUSPRC with discussions to begin in late September on the matter.

Utilities agreed to meet again the 3rd week of September 2014 with Hydro hosting at the Holyrood facility.