

1 Q. Provide meeting minutes, notes, action items, and lessons learned from the Lessons
2 Learned meeting that was held with Newfoundland Power Customer Service,
3 Communications, and Energy Efficiency teams.

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6 A. Minutes from the Lessons Learned meeting held on May 20, 2014 with
7 representatives from Newfoundland Power and Newfoundland and Labrador Hydro
8 Customer Service, Communications and Energy Efficiency teams are attached as
9 PUB-NLH-305 Attachment 1.



MINUTES

Lessons Learned Session

Newfoundland Power, Duffy Place, PLT Training Room
Tuesday, May 20, 2014 - 1:45 p.m.-4:30 p.m.

Newfoundland and Labrador Hydro	Newfoundland Power
Dawn Dalley via phone Erin Squires Barry Brophy Ron Lane Elaine Cole Jason Tobin	Karen McCarthy Peter Collins Michele Coughlan Kristine Hamlyn Jessica Fisher Lee Ann Surette Kevin Power Neville Collins Diane Whalen

Facilitator: Elizabeth Whitten; **Note-taker:** Whitney Noel

- The Lessons Learned session was beneficial all around as it gave Hydro and NF Power employees an opportunity to meet face-to-face, in some cases for the first time.
- The session benefitted from a combination of communications, customer service and system operations staff – enabling discussion to be robust and detailed where necessary.
- Hydro staff toured the NF Power Customer Contact Centre, learning how it operates at a high level. Hydro staff also learned in more detail how NF Power’s Communications HUB works during outages. Both utilities agreed it would be beneficial to continue learning activities, including a tour of Holyrood, tour of the ECC and SCC and other facilities.
- Attendees considered all topics below. Some were grouped for ease of discussion and efficient management of time. What worked well, what didn’t and how to improve for future were considered at a global level.

Discussion topics	
<ul style="list-style-type: none"> • conservation notice timing and public understanding • approach to media relations • joint media events • government relations • business community • social media program • advertising program • external communications support 	<ul style="list-style-type: none"> • communications from the frontline to customer service/communications staff • website communications • call centre response • outage reporting tools • link to FES and other key stakeholders (school system in particular) • overall utility-to-utility coordination and rotating outage process/communications between control centres

- Both utilities had previously reported on lessons learned and related topics through the PUB “request for information” process related to investigations during Winter/Spring 2014. For NF Power, these are captured more specifically in PUB-NP-025, PUB-NP-036, PUB-NP-043 and PUB-NP-

053. For Hydro these are PUB-NLH-041, PUB-NLH-042, PUB-NLH-043, PUB-NLH-046 and PUB-NLH-077.

- Some discussion ensued on three points in particular:
 - The need to give customers advance notification (minimally 24-36 hours in advance) when a supply shortfall is anticipated - in order that they have time to prepare for potential rotating outages
 - The need for more customer education on demand-based conservation (both residential and commercial)
 - The need to better understand the overall information needs of commercial customers and key stakeholders during, prior to and after outages
 - Both utilities agreed that these three matters would be given priority during its customer research program (see liberty Recommendation Plan #38) with relevant action to be considered following analysis of the research.
 - Additionally, utilities agreed that advance notification of a “minimally” 24-36 hour timeframe was necessary and committed to finalizing a protocol between both utilities to address this matter as well as to address notification between Hydro and NF Power and with/between key stakeholders.