

1 Q. **Outage Management**

2 Further to the response to PUB-NLH-185 explain how the Reliability Reporting
3 System interfaces with Hydro's Energy Management System. If it is a manual
4 process, describe the process including those positions that are responsible for
5 maintaining the Reliability Reporting System.

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8 A. Transmission System

9 The Reliability Reporting System, as it relates to the transmission system, is
10 maintained by the Senior System Operations Engineer- Reliability (SSOE-R). There is
11 no automatic interface with Hydro's Energy Management System (EMS).

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13 Following a disturbance event, Hydro's Energy Control Centre (ECC) Operators enter
14 general details concerning the outage into Hydro's Reliability Reporting System
15 database. This database was developed in-house and uses a Microsoft Access
16 platform. This information includes the date, time, location, cause of the
17 disturbance, equipment affected by the disturbance, and general comments
18 regarding the disturbance. The SSOE-R reviews the record entry and completes an
19 initial investigation into the cause of the outage. This investigation determines the
20 load loss, the duration of the interruption, and the customer impact. This
21 information then completes the report in the Reliability Reporting System. The
22 information from the EMS required to complete these tasks is manually retrieved.

1 Distribution System

2 The Reliability Reporting System, as it relates to the distribution systems, is
3 maintained by Hydro's Central, Northern and Labrador Transmission and Rural
4 Operations (TRO) regions. There is no interface between the distribution Reliability
5 Reporting System and Hydro's EMS. It is a stand-alone application in the JD Edwards
6 system called the Distribution Outage Reporting System (DORS).

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8 Line crews who respond to trouble calls complete a form¹, for each trouble call
9 affecting one or more customers on a distribution feeder. The Asset Specialist –
10 Distribution will complete the form for distribution outages affecting the entire
11 system. The completed forms are forwarded to office clerks for input into the DORS
12 system database. The Asset Specialist – Distribution reviews and verifies all reports.
13 The Asset Specialist is a senior person who is familiar with the reporting system.
14 These reports are monitored for each distribution feeder to identify any trends that
15 may be developing that need to be improved upon. In addition, any work identified
16 by the line crew or by the Asset Specialist that requires immediate attention is
17 addressed by the line crew at the time or, if it can be scheduled for a later date, it is
18 provided to the Distribution Planner to schedule a work crew to address.

¹ As filed previously with the Board as PUB-NLH-185 Attachment 1.